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NINETY-NINTH SESSION

**REPORT OF THE DIRECTOR GENERAL ON
THE WORK OF THE ORGANIZATION FOR THE YEAR 2009**

This document is submitted to the Executive Committee at its Hundred and seventh Session in June 2010.

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ANNEXES

Annex I – Statistics on IOM activities for the year 2009 (English only)

Annex II – IOM Strategy activities

ABBREVIATIONS

| | |
|----------|--|
| ACBC | African Capacity-building Centre |
| ACO | Accounting Division |
| AVRR | Assisted voluntary return and reintegration |
| BUD | Budget Division |
| CCCM | Camp coordination and camp management |
| COS | Common Services Division |
| DFID | Department for International Development (United Kingdom) |
| DRD | Donor Relations Division |
| DRM | Department of Resources Management |
| ECHO | Humanitarian Aid Department of the European Commission |
| ECOSOC | United Nations Economic and Social Council |
| EPC | Emergency and Post-crisis Division |
| ERD | External Relations Department |
| ESU | Election Support Unit |
| EU | European Union |
| FRONTEX | European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union |
| GAF | Global Assistance Fund |
| GFMD | Global Forum on Migration and Development |
| HIV/AIDS | Human immunodeficiency virus/Acquired immune deficiency syndrome |
| HRM | Human Resources Management Division |
| IASC | Inter-Agency Standing Committee |
| IDM | International Dialogue on Migration |
| iGATOR | Integrated Global Airline Ticket Order Record |
| ILO | International Labour Organization |
| IML | International Migration Law |
| INTERPOL | International Criminal Police Organization |
| IPSAS | International Public Sector Accounting Standards |
| IRRiCO | Information on return and reintegration in countries of origin |
| IT | Information technology |
| ITC | Information Technology and Communications Department |
| LEG | Legal Affairs |
| LFM | Labour and Facilitated Migration Division |
| MCU | Media and Communications Unit |
| MGS | Meetings Secretariat |
| MHD | Migration Health Department |
| MIDA | Migration for Development in Africa |
| MiMOSA | Migration Management and Operational Systems Application |
| MMD | Movement Management Division |
| MMS | Migration Management Services Department |
| MoU | Memorandum of understanding |
| MPR | Migration Policy and Research Department |
| NGO | Non-governmental organization |
| OCHA | United Nations Office for the Coordination of Humanitarian Affairs |

ABBREVIATIONS (continued)

| | |
|---------|---|
| OHU | Occupational Health Unit |
| OIG | Office of the Inspector General |
| OSCE | Organization for Security and Co-operation in Europe |
| OSD | Operations Support Department |
| PIU | Project Information Unit |
| PRISM | Processes and Resources Integrated Systems Management |
| PUB | Publications Unit |
| RCP | Regional consultative process |
| RES | Research Unit |
| RMCT | Return Management and Counter-trafficking Division |
| SAFARI | Standard airline fares and reservation for IOM staff members |
| SDL | Staff Development and Learning Unit |
| SPP | Strategic Policy and Planning Unit |
| SSU | Staff Security Unit |
| TCM | Technical Cooperation on Migration Division |
| TSY | Treasury Division |
| UNAOC | United Nations Alliance of Civilizations |
| UNAIDS | Joint United Nations Programme on HIV/AIDS |
| UN-CERF | United Nations Central Emergency Response Fund |
| UNDP | United Nations Development Programme |
| UNDSS | United Nations Department of Safety and Security |
| UN.GIFT | United Nations Global Initiative to Fight Human Trafficking |
| UNHCR | (Office of the) United Nations High Commissioner for Refugees |
| UNICEF | United Nations Children's Fund |
| UNITAR | United Nations Institute for Training and Research |
| USAID | United States Agency for International Development |
| USRAP | United States Refugee Admissions Program |
| WHO | World Health Organization |

INTRODUCTION

1. The Report of the Director General on the Work of the Organization for the Year 2009 follows the revised format adopted for the 2008 Report, namely it provides concise accounts of programme activity which are complemented by a statistical annex that illustrates organizational trends (Annex I). Furthermore, an annex containing the 12 activities outlined in the IOM Strategy has also been included (Annex II).

2. The year 2009 brought its share of unexpected challenges to the global migration agenda, ranging from devastating natural disasters in at least a dozen countries to the impact of the financial and economic crisis. The Organization sought to respond to these emergencies and trends and the increasing requests from its Member States. 2009 further marked the beginning of three main reforms within the Organization, namely staff rotation, the structure review, and budget reform. These reforms were undertaken in an effort to strengthen IOM's administrative capacity to consolidate the growth and expansion of the Organization that have occurred over the last decade, and to position IOM for future decades.

3. In 2009, the Organization admitted Namibia, and Trinidad and Tobago as Members, bringing the total membership to 127. The European Youth Forum was admitted as an Observer. As in previous years, other significant activities and decisions by IOM's governing bodies are summarized in the following section of this report to provide a consolidated overview.

4. The sections that follow this introduction give a brief account of the type and volume of activities carried out during 2009, and particular highlights or developments.

5. **Total expenditures** in 2009 (administrative and operational programmes combined) stood at USD 1,027 million, compared with USD 1,013 million in 2008. The expenditures under the Administrative Part of the Budget for 2009 were CHF 38,788,421. Expenditures under the Operational Part of the Budget were USD 991.3 million, compared with USD 978.2 million in 2008 (section 1 of Annex I).

6. The total number of **active projects** was over 2,300, of which more than 700 started in 2009 (compared with 600 started in 2008) (section 2 of Annex I).

7. The breakdown of **operational projects** by continent/region in 2009 is summarized in the table below (section 3 of Annex I).

| | No. of projects | Percentage |
|---------------------------------|-----------------|------------|
| Africa | 502 | 22 |
| Asia and Oceania | 494 | 21 |
| Europe | 694 | 30 |
| Global activities | 209 | 9 |
| Latin America and the Caribbean | 335 | 14 |
| North America | 10 | 0.4 |
| Middle East | 88 | 4 |
| Total | 2 332 | |

8. Active **operational projects by category** in 2009 are summarized as follows (section 4 of Annex I).

| | No. of projects | Percentage |
|--|-----------------|------------|
| Facilitating Migration | 231 | 10 |
| General Programme Support | 224 | 10 |
| Migration and Development | 103 | 4 |
| Migration Health | 185 | 8 |
| Migration Policy and Research | 60 | 3 |
| Movement, Emergency and Post-crisis Migration Management | 633 | 27 |
| Regulating Migration | 878 | 37 |
| Reparation Programmes | 18 | 1 |
| Total | 2 332 | |

9. With regard to **projects by region and operational expenditure**, in 2009, the region with the highest expenditure was Latin America and the Caribbean, followed by Asia and Oceania then Europe, as was the case in 2008.

| | 2009 Operational expenditure USD | 2008 Operational expenditure USD |
|---------------------------------|--|--|
| Africa | 170 954 640 (4) | 139 156 879 (4) |
| Asia and Oceania | 245 357 439 (2) | 215 901 480 (2) |
| Europe | 178 803 059 (3) | 194 469 198 (3) |
| Global activities | 35 593 984 (6) | 23 762 434 (7) |
| Latin America and the Caribbean | 266 015 933 (1) | 324 636 351 (1) |
| Middle East | 60 525 697 (5) | 55 777 431 (5) |
| North America | 34 042 243 (7) | 24 490 597 (6) |

10. With regard to **projects by category and operational expenditure**, spending on movement, emergency and post-crisis migration management activities remained the number one area in 2009, as was the case in 2008. The order of spending on the other areas remained the same; however, the spending both on regulating migration and on migration and development increased significantly, as shown in the table below.

| | 2009 Operational expenditure USD | 2008 Operational expenditure USD |
|--|--|--|
| Facilitating Migration | 40 231 375 | 41 674 607 |
| General Programme Support | 15 172 593 | 11 279 472 |
| Migration and Development | 102 975 404 | 93 049 925 |
| Migration Health | 56 078 970 | 51 306 420 |
| Migration Policy and Research | 3 595 971 | 2 359 213 |
| Movement, Emergency and Post-crisis Migration Management | 527 812 641 | 538 884 467 |
| Regulating Migration | 239 817 498 | 224 016 832 |
| Reparation Programmes | 5 608 544 | 15 623 434 |

11. The **total number of staff** stood at some 7,258 at the end of 2009, of which 6,150 were Employees and 1,108 were Officials.¹ Ninety-seven per cent of IOM staff members were posted in the Field.

12. The number of Field locations reached 450 in 2009; there were 430 in 2008.

¹ Excluding the Director General, the Deputy Director General, interns, consultants, staff on special leave without pay and seconded/loaned Officials.

THE COUNCIL AND SUBORDINATE BODIES

13. The Organization continued to inform Member States about its activities and to consult them on matters having budgetary or financial implications, as well as on issues concerning policies and programmes.

Fourth Session of the Standing Committee on Programmes and Finance (11 and 12 May 2009)

14. The session was chaired by Mr. S. Kitajima (Japan). The main agenda items included outstanding contributions to the Administrative Part of the Budget; the Financial Report for the Year ended 31 December 2008; the Revision of the Programme and Budget for 2009; a statement by a representative of the Staff Association; the assessment scale for 2010; Support for developing Member States and Member States with economy in transition – 1035 Facility; and an exchange of views on items on policy, programme and financial issues proposed by the membership. Under the item on other business, the French proposal to create a Discretionary Income reserve was discussed. The full report on the Fourth Session of the Standing Committee on Programmes and Finance may be found in document MC/EX/697.

Hundred and sixth Session of the Executive Committee (26 June 2009)

15. The Executive Committee elected Mr. A.M. Do Nascimento (Angola) as Chairperson and re-elected Mr. M. Montalvo (Ecuador) as Vice-Chairperson. The Executive Committee considered the Report of the Director General on the Work of the Organization for the Year 2008; the Financial Report for the Year ended 31 December 2008; the Revision of the Programme and Budget for 2009; the assessment scale for 2010; and examined other items arising from the Report of the Standing Committee on Programmes and Finance, as well as the Discretionary Income projection and reserve mechanism. The full report on the Hundred and sixth Session of the Executive Committee may be found in document MC/2279.

Ninety-seventh (Special) Session of the Council (29 June 2009)

16. The Council met for a (special) session to elect a new Deputy Director General and was chaired by Mr. G. Mundaraín (Bolivarian Republic of Venezuela). Further agenda items considered were applications for membership and the departure of the outgoing Deputy Director General.

17. The Council approved the applications for membership from Trinidad and Tobago, and Namibia. Numerous delegations paid tribute to the outgoing Deputy Director General, Ms. Ndioro Ndiaye, and the Director General expressed his gratitude for her ten years of distinguished service to the Organization. After three rounds of voting the Council reached the required two-thirds majority and elected Ms. Laura Thompson as the new Deputy Director General of the Organization. The full report on the Ninety-seventh (Special) Session of the Council may be found in document MC/2274/Rev.1.

Fifth Session of the Standing Committee on Programmes and Finance (27 and 28 October 2009)

18. The session was chaired by Mr. G. Mundaraín (Bolivarian Republic of Venezuela), and later by Mr. Weidinger (Austria).

19. The Standing Committee's agenda included items on the status report on outstanding contributions to the Administrative Part of the Budget; the summary update on the Programme and Budget for 2009; the appointment of External Auditors for the period 2010–2012; the Programme and Budget for 2010; the proposed structure review; an exchange of views on items proposed by the membership; Support for developing Member States and Member States with economy in transition – 1035 Facility; a statement by a representative of the Staff Association; and a report on human resources. The full report on the Fifth Session of the Standing Committee on Programmes and Finance may be found in document MC/2283.

Ninety-eighth Session of the Council (22 to 26 November 2009)

20. The new Bureau was elected as follows: Chairperson: Mr. S. Kitajima (Japan); First Vice-Chairperson: Mr. I. Jazaïry (Algeria); Second Vice-Chairperson: Mr. C. Strohal (Austria); and Rapporteur: Ms. A. Mendoza (Colombia).

21. The Council admitted the European Youth Forum to the Organization as an observer. The session continued with the following agenda items: the Report by the Director General to the Council; statements by Members and observers in the general debate; a video address on migration, human rights and the economic crisis by the President of Liberia; a special panel of the Global Migration Group; the International Dialogue on Migration with presentations and discussions which covered two topics: (a) Human rights and migration: Working together for safe, dignified and secure migration; and (b) Highlights of global and regional migration dialogues. The items on IOM governance included the IOM structure review; irregular migration and mixed flows: IOM's approach; the Programme and Budget for 2010; the appointment of an External Auditor, which resulted in the appointment by the Council of the Comptroller and Auditor General of India for the period 2010–2012; the draft reports on the Ninety-sixth Session and the Ninety-seventh (Special) Session of the Council; the report on the Hundred and sixth Session of the Executive Committee; the summary update on the Programme and Budget for 2009; the status report on outstanding contributions to the Administrative Part of the Budget; other items arising from the Report of the Standing Committee on Programmes and Finance; and the election of the Executive Committee.

22. The Council was also notified of the tentative dates for the governing body meetings in 2010, as follows: Sixth Session of the Standing Committee on Programmes and Finance, 10 and 11 May 2010; Hundred and seventh Session of the Executive Committee, 28 June 2010; Seventh Session of the Standing Committee on Programmes and Finance, 2 and 3 November 2010; and the next regular session of the Council, 29 November to 2 December 2010. The full report on the Ninety-eighth Session of the Council may be found in document MC/2290.

Informal information meetings and consultations held with Member States

23. During the course of the year, as part of the continuing process of consultations with Member States, the Administration invited representatives of Member States to attend nine informal consultations on financial, administrative, management and governance issues on the agendas of the IOM governing body sessions in 2009. Observers were also invited to three of these consultations on topics selected under the International Dialogue on Migration.

I. OFFICE OF THE DIRECTOR GENERAL

A. Gender issues

24. In 2009, IOM worked on consolidating core aspects of its gender-related mandate through activities aimed at heightening awareness of gender and migration issues on the international agenda.

25. IOM co-organized the Global Consultation on Migration, Remittances and Development: Responding to the Global Economic Crisis from a Gender Perspective, held in Switzerland from 29 June to 1 July 2009. The participants adopted a communiqué setting policy recommendations for future action which was publicized during the third Global Forum on Migration and Development, held in Athens.

26. During the International Colloquium on Women's Empowerment, Leadership Development, International Peace and Security, held in Liberia on 7 and 8 March 2009, IOM led the discussions on migration, which generated key recommendations for incorporating a gender perspective into community security, refugee reintegration and diaspora involvement policies.

27. IOM co-organized the Capacity Building Workshop for Women Leaders of Diaspora Associations, held in Israel from 16 to 26 November 2009, to strengthen the capacity of migrant women mainly in Europe and North America to lead diaspora organizations and mobilize diaspora human and financial capital towards the development of their communities of origin.

28. IOM published *Gender and Labour Migration in Asia*, containing six chapters, each focusing on a specific country, which aim to increase policymakers' and practitioners' knowledge of gender, labour migration and development in Asia.

29. IOM published the book, *Working to Prevent and Address Violence against Women Migrant Workers*, to present its approach towards the protection and empowerment of women migrant workers and to better inform policymakers, practitioners and the public of good practices for the protection of human rights throughout the labour migration cycle.

30. IOM issued an information sheet to highlight the related challenges and present the Organization's comprehensive four-point strategy to support the abandonment of female genital mutilation within migrant communities;² marked 6 February 2009, which was the International Day of Zero Tolerance for Female Genital Mutilation, by co-organizing an interactive discussion panel on "Political Will at the Centre of Achieving Zero Tolerance to Female Genital Mutilation"; contributed to the United Nations report of the Secretary-General on ending female genital mutilation; and continued its support to diaspora communities and government authorities in several European countries.

² See the following website for more information: <http://www.iom.int/jahia/Jahia/about-iom/organizational-structure/iom-gender/activities-best-practices/fgm>.

31. IOM also contributed to the report of the Secretary-General on women and peace and security, and endorsed the United Nations Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel, re-affirming the Organization's collective determination to prevent acts of sexual exploitation and abuse by IOM staff members.

32. During 2009, IOM regularly monitored the gender balance data within the Organization. The percentage of women Officials in IOM stood at 43 per cent in June 2009.³ The Gender Issues Coordination Unit issued a paper "Recommendations for a gender-sensitive implementation of the rotation policy in IOM," providing recommendations on ways to ensure that rotation and gender policies mutually reinforce each other.

(Links to the IOM Strategy: activities 2, 6, 7, 8, 9 and 12)

B. Information Technology and Communications

33. In 2009, the Information Technology and Communications Department (ITC) continued to support IOM's expanding data-processing and communication needs in three main areas, as outlined below.

- **Information systems**

34. The year 2009 marked an important milestone in the implementation of the enterprise resource planning system **PRISM** (Processes and Resources Integrated Systems Management), which provides the Organization with an integrated toolset for budget, accounting, treasury, procurement and human resources functions. The PRISM Financials roll-out was completed as planned in 2009, with over 550 staff receiving training at Headquarters, the Administrative Centres and in IOM Field Offices. The roll-out supports IOM's progress towards IPSAS (International Public Sector Accounting Standards) compliance and provides a strong base for strengthening internal controls. The PRISM HR payroll process, which involves payments for Officials worldwide and local staff in 15 IOM offices, also received a technical upgrade.

35. The custom-built **MiMOSA** (Migration Management and Operational Systems Application) also received several enhancements, including improved interface with the US State Department's Bureau of Population, Refugees and Migration system (WRAPS – Worldwide Refugee Admissions Processing System) so as to include automatic transmission of United States Refugee Admissions Program caseload data of over 4,020 movements and 82,126 migrants in 2009. The interface with the Centers for Disease Control was also improved for the processing of 54,923 medical forms in 2009.

36. 2009 also saw the completion of the global roll-out of **iGATOR** (Integrated Global Airline Ticket Order Record) with around 380 active users. The system interfaces with MiMOSA and PRISM Financials in real time, allowing for improved tracking of ticket commitments and corresponding invoice payments.

³ Report on human resources management (MC/INF/295), p.3, Figure 4 of the annex.

- **Communication and network infrastructure**

37. The IOM wide area network, which allows IOM Field Offices to securely connect to the Organization's applications, was expanded to bring a total of 176 sites on the virtual private network and an additional 41 virtual private network client sites. The IOM wide area network received upgrades to prioritize traffic and improve network performance.

38. Tools such as Outlook Anywhere and a newer version of Aventail were also installed to improve communication for mobile users. A review of e-mail and network infrastructure was initiated to improve security.

- **ITC service delivery**

39. The ITC Helpdesk in Manila continued to provide technical support on a 24-hours-a-day, seven-days-a-week basis. During 2009, the ITC Helpdesk processed 14,000 issues. ITC also undertook several project management and software initiatives in direct support of IOM Field Offices.

C. Office of the Inspector General

40. The Office of the Inspector General (OIG) contributes actively to the oversight of the Organization through its internal audit, evaluation, rapid assessment and investigation functions. In 2009, the work of the OIG was adapted to the new PRISM management system, which has become active in most IOM offices. The Internal Auditors' feedback on the functioning of PRISM contributed to the fine-tuning of the system.

41. During 2009, OIG conducted a total of 42 audits (13 in Africa and the Middle East, 9 in Asia, 13 in Europe, 6 in the Americas and 1 at Headquarters). These audits covered seven Missions with Regional Functions, one Special Liaison Mission and one Administrative Centre. The Internal Audit team also performed two investigations at the request of the Office of the Director General.

42. The OIG Oversight Officer conducted ten rapid assessments of active projects examining the relevance, performance and outcomes of the projects in line with evaluation criteria and standards, and proposing corrective measures for the management and implementation of the projects when necessary. Briefing sessions for Associate Experts and new staff were organized at Headquarters to present the rapid assessment function. The Oversight Officer carried out three investigations into fraud and allegations of wrongdoing in 2009, and the Inspector General undertook, or participated in, 16 investigations.

43. OIG/Evaluation has continued to reinforce an evaluation culture in IOM by providing technical assistance for evaluations undertaken in IOM Field Offices, training sessions, briefings and expert meetings at Headquarters, and by publicizing completed evaluations internally and externally (15 evaluations are listed on the IOM Evaluation web page for 2009). The Evaluation Officer also assisted Field Offices in setting up monitoring and evaluation mechanisms and acted as focal point for Member States, donors and the United Nations Evaluation Group on all evaluation matters.

D. Media and Communications Unit

44. The Media and Communications Unit (MCU) comprises the following three communications functions, each reporting to the Chief of the MCU, who acts as the Organization's Chief Spokesperson.

45. Media and Public Information (MPI) is IOM's principal interlocutor with the media. Media and Public Information Officers in Bangkok, Geneva and Washington DC engage the media on migration issues, act as spokespersons, devise and implement communication strategies for their regions and on specific issues, and generate material for all IOM external communication products and tools. MPI undertook the following activities in 2009:

- The preparation of nearly 500 press notes, feature stories and video news stories disseminated by e-mail and via the IOM website.
- The provision of more than 2,500 one-on-one interviews and briefings with media out of Bangkok, Geneva and Washington DC, resulting in 10,754 print media articles in the three official languages.⁴
- The production of the 2009 spring issue (28 pages) and autumn issue (40 pages) of IOM's *Migration* magazine.

46. **Mass Communication and Corporate Identity (MCCI)** is responsible for designing, producing and disseminating uniform, coherent and efficient messages and tools for IOM's institutional and corporate communication. In 2009, MCCI supported more than 30 IOM information campaigns worldwide in areas related to the prevention of irregular migration, the promotion of regular labour migration, and counter-trafficking. MCCI further provided technical support to Missions and Headquarters departments worldwide in the areas of media management, media training and corporate communications.

47. **Website, Intranet and Digital Assets Management (WIDAM)**, based in Manila, is responsible for IOM's global and country-specific websites, the Intranet and the IOM Image Library. In 2009, the total number of visits to the IOM website rose to 1.37 million, representing a 30 per cent increase over 2008. In June 2009, WIDAM, in cooperation with the Migration Policy and Research Department, launched the Online Bookstore to allow customers to purchase publications online using credit cards. The IOM Intranet also expanded in 2009, recording some 1 million visits from IOM staff in over 152 countries and territories. By year end, the Intranet contained more than 200 sections and subsections, which contained key institutional information. In the course of the year, IOM's electronic Image Library also acquired more than 900 images, bringing the total collection to around 10,300 photographs.

(Links to the IOM Strategy: activities 2, 3, 5, 6, 7, 8, 9, 10, 11 and 12)

⁴ Source: Meltwater News worldwide media monitoring service.

E. Staff Security Unit

48. The Staff Security Unit (SSU) is committed to ensuring the safety and security of all IOM staff and the protection of assets throughout the Organization's 445 Field locations, with particular focus on Missions operating in 60 countries where various United Nations Department of Safety and Security (UNDSS) security phases are in place.

49. SSU remains proactively engaged, and maintains a professional, robust security partnership, with UNDSS. Approximately 6,800 IOM staff were included in the United Nations Security Management System in 2009.

50. Throughout 2009, SSU provided technical advice, Mission security assessments, specialized training and funding assistance to 48 IOM Missions, in support of their efforts to attain various security compliance standards.

51. The Operations Centre issued 46 Security Information Reports, 33 General Security Information bulletins, 34 Mission Safety and Security Updates, 27 Severe Weather Advisories and 376 Safety/Security Advisory Reports that included daily Global Security Situation Reports and Executive Daily Briefs for security officers/coordinators and IOM senior managers.

52. During the year, 216 safety/security incidents were reported to and/or recorded by SSU involving incidents such as robberies, arson, kidnappings, carjacking, theft, sexual assault, common assault, arrests, threats/death threats, bombings, demonstrations, civil unrest, natural disasters, military actions, motor vehicle accidents (19), property damage, fire, fraud and direct or indirect shootings/rocket attacks. Safety/security incidents directly involving IOM staff and assets slightly decreased from 79 reported incidents in 2008 to 62 in 2009.

53. SSU conducted comprehensive security assessments in Pakistan (Islamabad, Peshawar), the Philippines (Cotabato City, Kidapawan City), Egypt (Cairo), Guatemala (Guatemala City), Panama (Panama City) and at IOM Headquarters in Geneva.

54. The Unit further provided direct emergency support for staff affected by a series of typhoons in the Philippines in late 2009.

55. In cooperation with Regional Representatives and Chiefs of Missions, SSU provided technical support to IOM Field and Regional Security Officers deployed in the following Missions: Afghanistan, Chad, Jordan (for the Iraq/Jordan Mission), Nepal, Pakistan, Sudan and Timor-Leste. Other Missions, including Colombia, Ecuador and Sri Lanka, have full-time IOM Security Coordinators addressing Mission-specific safety and security needs.

56. In 2009, SSU provided funding support in the amount of USD 1,604,727 to IOM Missions facing budgetary constraints, to cover security-related costs such as MOSS (Minimum Operating Security Standards), MORSS (Minimum Operating Residential Security Standards), Mission shared agency security costs, Field Security Officer deployments and evacuation support costs.

57. SSU conducted its annual global SSU Security Workshop for IOM Regional Field Security Officers, National Security Coordinators and selected Security Assistants from 21 to 25 September 2009 in Manila.

58. During 2009, SSU conducted 35 specialized training sessions for IOM staff members including, inter alia, on first-aid and specialized security training. SSU's core staff participated in specialized training, including security driving training; the UNDSS Security Analysis Process and Practice Course; UNDSS threat and risk assessment training; the United States Department of Homeland Security's Community Emergency Response Team Program; the United States Secret Service training on financial crimes and fraudulent document detection; and Safe and Secure Approaches in Field Environments (SSAFE) training. Six members of the SSU core team are certified SSAFE instructors.

59. IOM's Security Awareness Induction Training (SAIT) programme has provided professional safety/security training to approximately 2,000 international and national staff from various humanitarian agencies to date. The SAIT Programme Manager, in coordination with IOM Pakistan and SSU, has initiated this specialized training in Pakistan and is preparing to train approximately 2,700 United Nations staff.

60. IOM is a sitting member of the UNDSS Inter-Agency Security Management Network (IASMN) and participated in the 2009 IASMN meetings held in Paris and London. This policy development body, chaired by the Under-Secretary General of UNDSS, plays an important role in developing and maintaining a wide range of policies and procedures within the United Nations Security Management System.

61. In early 2009, at the request of the Director General, the Head of SSU relocated to IOM Headquarters, thereby establishing a permanent SSU presence under the Office of the Director General. SSU provides immediate support and advice on urgent safety/security matters to the Director General and the Senior Management Team. The restructuring exercise enabled SSU to move ahead with establishing an office in the IOM Panama Administrative Centre to better serve the Americas and the Caribbean and facilitate closer liaison with IOM New York, IOM Washington and UNDSS New York.

II. MIGRATION MANAGEMENT SERVICES

62. The Migration Management Services Department (MMS) at Headquarters promotes effective migration management through technical expertise, standard setting, policy guidance and innovation. It not only supports IOM Field Missions in project development and implementation, but also provides a range of migration management assistance directly to governments and other partners in the international community.

A. Technical Cooperation on Migration

63. The two Officials constituting the Technical Cooperation on Migration Division (TCM) at Headquarters help to establish strategic guidelines for the Organization in technical cooperation matters; develop and monitor internal standards for TCM project design and delivery; provide assistance to IOM Field Offices in assessing technical needs and establishing programme strategies and priorities; and also assist project implementation. In support of the IOM Strategy, TCM activities are directed at helping governments to create the policy, legislation, administrative structures, operational systems and human resources base necessary to respond effectively to diverse migration challenges and to institute appropriate migration governance.

64. In 2009, a total of some USD 87 million was spent on technical cooperation initiatives. Among international donors, the European Commission was the most significant source of financial support for new TCM initiatives in 2009, while Australia, Canada, Italy, Peru and the United Kingdom also provided funding for new initiatives. The combined contributions from European Union countries and the European Commission amounted to nearly half of the total financial support to TCM programming in 2009, testifying to the strong linkages between TCM programming and European Union priorities. TCM programmes and projects are implemented in all regions of the world, with the funding for projects initiated in 2009 distributed as follows: Latin America and the Caribbean (32%), Asia (28%), Africa (16%), Europe (16%) and the Middle East (8%).

65. **The African Capacity-building Centre (ACBC):** In February 2009, IOM established the ACBC in the United Republic of Tanzania to provide strategic assistance to African Member States in further strengthening migration management. During 2009, the ACBC provided training to some 500 Officials through 21 training activities covering, inter alia, the following areas: migration and development; regional migration management; border management; interviewing; counselling support for victims of trafficking; planning preparedness for the influenza pandemic; identity verification; curriculum development; and travel document fraud. Training was delivered alongside on the enhancement of the Centre's infrastructure; assistance in project development for IOM African Missions; and the development of new institutional training material (for example, on the essentials of migration practice).

66. **Border management:** TCM core capacity-building in the area of border management is advanced through improving major operational systems and processes. Increasing importance is being placed on coordinated or integrated border management, including border management information systems, identity management and other technical operational systems. The most common tool for IOM assistance in improving operational systems is through migration and border management assessments. Selected examples of IOM border management initiatives launched in 2009 include those in Bangladesh, Bosnia and Herzegovina, the Democratic Republic of the Congo, Haiti and Montenegro. IOM continues its collaboration in this area with partners such as INTERPOL and FRONTEX, and participates in country assessments led by the United Nations Counter-Terrorism Committee Executive Directorate.

67. **Identity management:** TCM assists governments in assessing, planning and implementing improvements to international travel documents and their issuance systems. Selected IOM projects in identity management initiated in 2009 include those in Costa Rica, Haiti, Iraq and Sri Lanka. Joint needs assessments were undertaken with the Organization for Security and Co-operation in Europe (OSCE) as part of the Support to the Armenian Government in the Introduction of Identity and Travel Documents with Biometrical Parameters project, and with Passport Canada in Haiti. IOM continues to work with the International Civil Aviation Organization through direct engagement in technical working groups.

68. **Capacity-building in migration management (CBMM):** TCM also provides assistance to governments through the framework of CBMM programmes, whose core areas include border management; improvement of the administrative, policy and legal frameworks for migration management; alignment of national policies and practices to create national coherence within regional agreements for migration management; and training and human

resources development. In 2009, CBMM projects were developed and implemented in China, Kenya and Somalia, with governmental technical expertise availed from the Netherlands, Portugal and the United Kingdom, as well as regional bodies such as the East African Community, the Intergovernmental Authority on Development in East Africa, the Inter-American Committee against Terrorism and the private sector.

(Links to the IOM Strategy: activities 2, 3 and 4)

B. Return Management and Counter-trafficking

69. The Return Management and Counter-trafficking Division (RMCT) continued to evolve in 2009 to provide a coherent response to the migration needs of States, migrants and civil society. Key target areas include the following:

- **The provision of direct assistance⁵ to migrants in need**, including failed asylum-seekers and stranded migrants, as well as migrants who have been trafficked, exploited or otherwise abused, or those considered highly vulnerable to such abuse, such as unaccompanied minors.
- **The prevention of the abuse and exploitation of migrants** by way of information provision and education.
- **Capacity-building** (primarily through research and training) of state institutions and civil society to manage migration in accordance with the best available international practice.

Assisted voluntary return and reintegration programmes

70. In 2009, IOM provided approximately 30,000 migrants with assisted voluntary return and reintegration (AVRR) assistance. Many more migrants received information and counselling. AVRR trends in 2009 were generally consistent with previous years. Brazil, Iraq and the Russian Federation remained the main countries of origin, although there was a noticeable increase in the number of irregular migrants who received assistance. IOM provided AVRR to a greater proportion of vulnerable people with special needs, including unaccompanied minors and migrants with health-related concerns.

71. There was also greater interest among European Union Member States to explore more comprehensive AVRR programmes, including a wider variety of pre-departure and post-arrival activities, as well as country-specific schemes, enhanced return counselling and information provision, and reintegration assistance tailored to individual returnees.

72. The reporting year saw RMCT engaged in the improvement of IOM AVRR services in two main areas: IRRiCO (information on return and reintegration in countries of origin); and ensuring the comprehensiveness of reintegration support offered to returning migrants in

⁵ Direct assistance includes the following: safe accommodation; pre-departure counselling; transportation and reception assistance; family tracing; legal assistance; medical/psychosocial support; education and skills development; micro-finance; other measures to support sustainable rehabilitation/reintegration; and post-arrival monitoring and evaluation.

countries of origin. In October 2009, IOM representatives and governmental counterparts from 20 European Union Member States, along with Norway and Switzerland, attended the IRRiCO II seminar in Brussels, which focused on the link between return-related information and enhanced pre-departure counselling and reintegration support.

73. Sustainable return remained a primary interest of IOM and its stakeholders in 2009. RMCT supported the development of new comprehensive reintegration options, particularly for migrants returning to Afghanistan and Iraq. Through a special six-month pilot project IOM was also able to provide additional humanitarian assistance for migrants returning to Zimbabwe from the United Kingdom. In general, reintegration assistance continued to be delivered either in kind, for example small business set-up, or in the form of a modest cash grant. In 2009, Afghanistan, Brazil, Georgia, Iraq and UNSC resolution 1244-administered Kosovo⁶ were the main places where such assistance was offered to returnees.

74. Other innovations in 2009 included: (a) the Assessment of Brazilian Migration Patterns and Assisted Voluntary Return Programme from selected European Member States to Brazil, which produced a rich source of information on how to reach Brazilian migrants and how to adapt AVRR programmes to better meet their needs; and (b) a project managed by IOM The Hague to develop good practices in relation to the return and counselling of unaccompanied minors in cooperation with IOM Missions in countries of origin, notably Angola, the Democratic Republic of the Congo and Sierra Leone.

Support to vulnerable and exploited migrants

75. RMCT provided support to a range of stakeholders involved in assisting trafficked persons in 2009, and increasingly engaged migrants who are considered vulnerable, such as unaccompanied minors and those with health-related concerns, as well as migrants who had been exploited and abused. For example, RMCT was involved in supporting the development of an innovative family tracing project funded by the Government of Italy. Managed by the Mission with Regional Functions in Rome, this project seeks to provide the Government of Italy with additional information for determining the best interests of the many unaccompanied migrant minors who currently reside in Italy by conducting individualized assessments of the families and communities from which they come. AVRR for the purposes of family reunification is an option when the unaccompanied minors are in agreement, and when the judicial authorities consider that this is in the minor's best interests; however, it is not a necessary consequence of the family tracing activity.

76. In addition, RMCT oversaw the development and implementation of important projects in Uganda, where several thousand highly vulnerable women from the Democratic Republic of the Congo and their children remained stranded, and Mongolia. RMCT has also continued the process of improving operational cooperation with the Office of the United Nations High Commissioner for Refugees (UNHCR) by finalizing a framework document for the development of standard operating procedures to facilitate the protection of trafficked persons. Joint training was undertaken in May 2009 for key IOM and UNHCR Officials based in selected countries in the Horn of Africa and the Middle East. At the end of 2009, IOM Missions in Kenya and Egypt reported progress in developing national-level standard

⁶ Hereinafter referred to as Kosovo/UNSC 1244.

operating procedures with UNHCR that would help to close some of the existing protection gaps for trafficked persons in these countries. Further training on the framework document is scheduled for 2010, with workshops to be held in Latin America, North and West Africa, and South and South-East Asia.

77. RMCT has also been involved in providing support to vulnerable and exploited migrants in the context of mixed migration flows. Rather than emphasizing the provision of assistance once a migrant has been identified as falling into a specific legal or administrative category, for example the victims of trafficking, RMCT has encouraged a more flexible approach that prioritizes “needs-first” assistance. In addition to the well-known Lampedusa model, another successful project that has evolved in this context is the Mixed Migration Task Force Somalia. The Task Force is a joint initiative involving IOM and UNHCR (as co-chairs), as well as the United Nations Office for the Coordination of Humanitarian Affairs, the United Nations Development Programme, UNICEF, the Office of the High Commissioner for Human Rights, the Danish Refugee Council and the Norwegian Refugee Council. Established in April 2007, the Task Force aims to respond to the mixed migration flow of Ethiopian and Somali migrants across the Gulf of Aden. In 2009, the follow-up project built on assistance activities, as well as outreach and advocacy along the migration route in Somaliland and Puntland, and on expanding these activities into other strategic locations on the route in 2010. A similar project is currently under way in Yemen.

78. The IOM Global Assistance Fund (GAF) remained a useful tool for providing emergency humanitarian assistance to victims of trafficking in 2009. Funded by the US State Department’s Bureau of Population, Refugees and Migration, and managed by RMCT since 2002, the GAF has assisted approximately 750 beneficiaries throughout the world since this time. Of the beneficiaries assisted in 2009, the majority were female, with the male victims trafficked for forced labour being increasingly in a minority. Of particular importance in 2009 was the donor agreement to allow RMCT to use the GAF to assist a broader group of exploited and abused migrants, or those migrants considered highly vulnerable, rather than only those who had been trafficked. RMCT continues to search for additional donors to supplement the Bureau’s funding for the GAF.

79. The year 2009 also saw the end of IOM’s five-year implementation of the Combating Trafficking in Human Beings in South-east Europe and Balkan Region funded by the Swedish International Development Cooperation Agency. The aim of the project was to build capacity in ten countries in south-eastern Europe to better manage the delivery of direct assistance to victims of trafficking. Considerable progress was made during the project’s final phase (2007–2009), and IOM was able to successfully transfer skills and good practices to its national counterparts in most countries.

80. To extend the reach of IOM’s best practices in the provision of assistance to victims of trafficking specifically, RMCT published *The IOM Handbook on Direct Assistance for Victims of Trafficking* in Arabic, Mongolian, Macedonian, Russian and Turkish. It is hoped that these language versions will reach a broad group of anti-trafficking professionals.

Prevention of abuse and exploitation of migrants

81. In the ten years since the advent of the United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, IOM efforts to prevent trafficking and reduce the incidence of migrant exploitation and abuse have largely focused on raising awareness among aspirant migrants in countries of origin about the risks of irregular migration and human trafficking. During this time, comparatively little has been done to address the equally critical issue of the demand in developed countries for the goods and services resulting from this trafficking, exploitation and abuse. To begin the process of redressing this imbalance, RMCT launched a pilot project in 2009 to encourage European consumers to “Buy responsibly”. In collaboration with the advertising firm Saatchi & Saatchi Switzerland, the campaign was launched on 19 October 2009 in Brussels to coincide with activities to commemorate the European Union Anti-Trafficking Day. The launch included the presentation of an interactive website,⁷ a virally disseminated public service announcement and the assembly of an upside-down 5m x 3m shopping trolley containing several actors as a visual representation of the relationship between consumption habits and migrant exploitation. In addition to raising awareness, European consumers were encouraged to ask “What’s behind the things we buy?” Within a week, the website had registered more than 5,000 visits, more than 400 people had joined the Facebook group “Responsible Buyers”, approximately 3,000 people had viewed the public service announcement on YouTube, and more than 400 articles had appeared in the press. To build on this momentum, a second launch was held in Geneva on 18 December 2009 to commemorate International Migrants Day. RMCT aims to continue the launch of this pilot project in various European capitals throughout 2010.

82. In addition, 2009 has also seen RMCT support partnerships with other organizations to prevent trafficking in persons, including the United Kingdom’s “Blue Blindfold” campaign to encourage people to report cases of human trafficking, and the United Nations “Blue Ribbon” campaign, which seeks to demonstrate solidarity with victims of trafficking.

Institutional capacity-building

83. RMCT continued to support IOM Missions in building the capacities of state and non-state institutions to address issues of migration management, primarily through training and research.

Training

84. RMCT capacity-building efforts continued to focus on the provision of training to police and immigration authorities, prosecutors and the judiciary, parliamentarians and legislative drafters, as well as government social workers, civil society organizations and members of religious groups. While RMCT provided training in most regions in 2009, it was particularly engaged in the Middle East, where significant contributions were made in Egypt, the Syrian Arab Republic and the United Arab Emirates. As in previous years, training continued to cover a wide range of topics such as shelter management, AVR, and the

⁷ See website at: www.buyresponsibly.org.

development of regional and national action plans and referral systems. More specific requests for training were received in the areas of international law, state authority and human rights obligations towards migrants, the identification and protection of victims of trafficking, and irregular migration data collection.

85. RMCT expects to continue such work through 2010.

Governmental exchange visits

86. Study visits remained popular in 2009, particularly within the context of AVRR programmes. These included visits by delegations from Jordan and Poland to the Netherlands, and a visit by Latvian officials to Norway and the Netherlands. Delegations from Ireland and the Netherlands also undertook an exchange visit to Georgia, as both countries have a significant percentage of returnees to Georgia. These exchange visits provide a useful opportunity for government officials to interact with their counterparts and to gain a better perspective on the realities of both outward and return migration.

Data collection and research

87. Data collection and research remained a core function for RMCT in 2009, with the IOM Global Human Trafficking Database⁸ being a particularly prominent feature of RMCT work. At the end of December 2009, the Database contained the primary data of nearly 14,000 registered IOM beneficiaries in approximately 85 source countries and 100 destination countries. A number of IOM Missions also gather related data but do not yet enter them into the Database; this is a priority area for improvement.

88. As in previous years, RMCT relied on the Database to produce a number of analytical reports. In 2009, RMCT produced seven internal and external country-level reports and four thematic reports (with another five thematic reports to be produced in 2010). Supplementary reports produced in 2009 to draw directly upon the IOM human-trafficking data collection methodology included the *Caring for Trafficked Persons: Guidance for Health Providers* and the *Guidelines for the Collection of Data on Trafficking in Human Beings, including Comparable Indicators*. RMCT also responded to nearly 100 external requests for information from the Database and/or relating to the methodology employed by IOM to collect data on human trafficking.

89. In addition, 2009 also saw RMCT undertake policy-orientated research, together with the International Migration Law and Legal Affairs Department, for the Government of Switzerland. The study entitled “The right to residency for victims of trafficking” was well received and examined the way residence permits are issued to victims to allow for temporary or permanent residence in the country of destination. The study may provide the foundation for future policy development in Switzerland.

90. With a view to increasing the knowledge base on less considered aspects of human trafficking, research priorities for 2010 will focus on methodological aspects of undertaking research and data collection on human trafficking along with less considered thematic aspects of this and related phenomenon such as issues affecting vulnerable migrants in general.

⁸ For technical purposes, the Database is referred to internally as the IOM Counter-trafficking Module.

91. Furthermore, in 2009 RMCT was consulted as an expert project partner in a number of national, regional and international data-collection initiatives. For example, RMCT is a Steering Committee member of the Indexing Trafficking in Human Beings: Gauging its Trends, Causes and Consequences in the European Dimension project, which is being implemented by the University of Göttingen, Tilburg University and the London School of Economics and Political Science.

(Links to the IOM Strategy: activities 2, 3, 5, 6, 7, 10 and 11)

C. Labour and Facilitated Migration

92. The Labour and Facilitated Migration Division (LFM) is responsible for programming in the areas of labour migration, pre-consular assistance, migrant training, travel assistance to individuals and governments, migrant integration, migration and economic/community development, the return and reintegration of qualified nationals and remittances. During 2009, the total number of active projects under the LFM portfolio was 335, with a combined confirmed funding of USD 374 million. These projects may be broken down by regions as follows: Africa and the Middle East (14%); Asia and Oceania (19%); Europe/Commonwealth of Independent States (CIS) countries (42%); Latin America and the Caribbean (20%); and global support (5%).

93. LFM acts as the institutional focal point for programme development and technical support on labour migration. It is responsible for coordinating and developing initiatives to assist migrants and governments to enhance or harness the positive impact of migration on the economic and social development of countries of origin and destination.

94. **Labour migration:** Labour migration continued to be in demand among countries of origin and destination, despite the global economic crisis. During 2009, IOM provided Member States with assistance to identify and establish labour migration projects, programmes and mechanisms focused on capacity-building in labour migration management, the protection of migrant workers in accordance with international standards, the promotion and conceptualization of circular migration, the recruitment of temporary foreign workers, information provision and awareness-raising of legal labour migration channels, as well as inter-State dialogue and regional cooperation.

95. Capacity-building on labour migration policymaking and management was one of the main activities in 2009. Under the joint IOM–ILO Capacity Building, Information and Awareness Raising towards Promoting Orderly Migration in the Western Balkans project, which is funded by the European Union and managed by the Mission with Regional Functions in Budapest, seven one-week national labour migration training workshops with 140 participants from governments, non-governmental organizations (NGOs) and social partner organizations (trade unions, employers' associations and private recruitment agencies) were organized in Albania, Bosnia and Herzegovina, Croatia, Kosovo/UNSC 1244, Montenegro, Serbia and the former Yugoslav Republic of Macedonia.

96. Another major capacity-building activity was the development, field testing and roll-out of a generic labour migration management training module. The Curriculum Development for Training Modules on Labour Migration Management project is co-funded by OSCE and IOM (1035 Facility) and targets OSCE, CIS and western Mediterranean countries. The aim is to enhance the capacities of governments, NGOs and social partners in selected countries of origin, transit and destination to better manage labour migration. The training material will be available in Arabic, English and Russian. Three “training of trainers” sessions were organized in Bishkek, Tunis and Tirana attended by some 45 participants from 25 countries from the Middle East and North African region, sub-Saharan Africa and the Western Balkans. Building on this experience and at the request of several Member States from sub-Saharan Africa and Latin America, IOM launched the second phase of the project in August 2009. Funded by the 1035 Facility, the training module is being adapted to the specific regional labour migration context of sub-Saharan Africa and Latin America, and will be made available in French and Spanish.

97. Promoting inter-State dialogue and regional cooperation on labour migration issues has been another key area of LFM’s work during the reporting period. LFM facilitated labour migration seminars and workshops in Hanoi, Panama City, Kuwait City, Kazan (Russian Federation), Beijing and San Salvador.

98. **Pre-consular assistance:** IOM continues to provide pre-consular assistance to migrants, including the provision of country of origin information, document verification, DNA sampling and/or testing, fingerprinting, passport, visa and document handling, the operation of visa application centres and logistical assistance. In 2009, IOM assisted in the processing of 133,532 individuals. The caseload was primarily migrants bound for Australia, Canada, New Zealand and the United States. Other countries availing of IOM’s pre-consular assistance included France, Norway, Sweden and the United Kingdom.

99. **Migrant training:** During the reporting year, migrant training activities were carried out in 41 countries on four continents. A total of 56,637 refugees, humanitarian entrants, labour migrants, immigrants and others attended IOM migrant training sessions (up from 50,678 in 2008). The vast majority of participants (78%) were in the category of resettlement cases. Migrant training participants also included temporary foreign workers bound for Canada and the Gulf States as well as immigrant visa-holders bound for the United States. Women constituted 45 per cent of all training participants.

100. IOM carried out pre-departure orientation in South-East Asia for a total of 49,136 refugees between May 2004 and September 2009. In the Middle East, IOM developed online learning resources for United States-bound Iraqi refugees designed to supplement classroom teaching, while developing independent learning skills. Australia has a similar resource entitled “Welcome to Australia”, which is a web-based tool available in 15 languages.

101. **Travel assistance to individuals and governments:** In 2009, IOM provided travel assistance to 20,074 migrants, most of whom were departing to Australia, Canada, New Zealand, Sweden or the United States. IOM support services include special reduced airfares via the most economical and direct routing, a more generous baggage allowance, information on air travel and country of destination, ticket issuance, advanced sponsor notification, assistance in completing the required departure and arrival documentation, medical and non-medical flight escorts, and departure, transit and arrival assistance in some

countries. Assistance typically involves migrants who are first-time air travellers with limited English-language skills, often travelling alone and predominantly from rural areas from developing countries.

102. **Migrant integration:** Governments seek to develop and implement effective policies to improve the harmonious co-existence of migrant communities and their host societies. IOM works closely with governments and civil society to identify solutions, including raising awareness, providing advisory and technical support to practitioners working directly with migrants, and conducting research and studies that provide overviews and analysis of international experiences. A key development during the reporting period was the signing of a cooperation agreement between IOM and the United Nations Alliance of Civilizations (UNAOC) to collaborate on projects that promote good practices on the integration of migrants and good governance of cultural diversity and intercultural dialogue. IOM and UNAOC are collaborating on the development of a web-based clearing house for best practices of government programmes, civil society activities and academic initiatives which facilitate the integration and empowerment of migrants. The more than 40 IOM migrant integration projects in 2009 were concentrated primarily within the European Union; one non-European example is the three-year JPY 3,725,754,000 (approximately USD 38 million) project being implemented in Japan to educate and integrate migrant children. As traditional and new countries of immigration become more ethnically and culturally diverse, assistance to governments to facilitate the more effective integration of migrants will remain a key priority for IOM.

103. **Migration and economic/community development:** IOM prepared several publications on migration and development, including *The MIDA Experience and Beyond*, *Migration for Development in the Horn of Africa*, and the forthcoming *Mainstreaming Migration into Poverty Reduction Strategies Handbook*. In the context of the Global Forum on Migration and Development, held in Athens in November 2009, IOM was commissioned by the Government of the United Arab Emirates to conduct a research study on the role of Migrant Resource Centres worldwide. The study provides a rapid assessment of the work of the Centres in empowering migrants to engage in development and to enable them to better protect themselves throughout the migration process.

104. Programmatically, the IOM MIDA (Migration for Development in Africa) framework continues to grow, with large-scale MIDA programmes being developed for Somalia, in particular the QUESTS-MIDA programme, the MIDA Health Somalia project and the MIDA Women Somalia project. For the first time since the conceptualization of the MIDA programme, the overall MIDA programmatic value superseded the IOM return of qualified nationals programmes.

105. **Return and reintegration of qualified nationals:** IOM helped countries to develop human capital by assisting in the return (temporary, permanent or virtual) and placement of highly qualified nationals in key sectors of the economy. Return of qualified nationals programmes continued in 2009 in Afghanistan and Georgia, and initiatives were undertaken in Angola, Rwanda and Zambia, among others, to involve qualified diasporas in mostly short-term assignments in private/entrepreneurship and public sectors of their countries of origin.

106. **Remittances:** A number of notable studies were undertaken in 2009 on remittances, including on remittance flows to Angola from the diaspora in Portugal and South Africa; and on the developmental impact of remittance flows from Pakistani migrant workers in Saudi

Arabia to migrant-sending households in Pakistan. Both studies will be published by IOM in 2010. In partnership with the Universal Postal Union, the IOM Missions in Dar es Salaam and Kampala launched a pilot project on electronic remittance transfers between the United Republic of Tanzania and Uganda. The objective of the project is to lower the transfer cost of remittances.

(Links to the IOM Strategy: activities 1, 3, 4, 8 and 12)

III. OPERATIONS SUPPORT

107. The Operations Support Department (OSD) is responsible for monitoring and coordinating the activities of the three divisions referred to below, and assists the Director General in global operational decision-making. OSD ensures that secure, reliable, flexible and cost-effective services are provided to migrants and governments alike.

A. Movement Management Division

108. IOM provided movement assistance to 334,708 persons during 2009, an increase of 76 per cent compared with 2008 (190,647 assisted persons). The movements carried out in the framework of the resettlement/repatriation of refugees represent 137,752 persons, or 41 per cent of the overall IOM assistance to persons in need of international support. Movement assistance in other areas was carried out as follows:

- 144,727 persons were supported through assistance for internally displaced persons and relocation;
- 31,905 persons were assisted under activities to regulate migration;
- 19,586 persons were assisted under activities to facilitate migration;
- 395 persons were assisted under general programme support;
- 343 persons were supported under migration and development activities.

Humanitarian Assistance to Stranded Migrants programme

109. The Humanitarian Assistance to Stranded Migrants programme is a mechanism to assist stranded migrants, irrespective of their status, provided that there is an established humanitarian need and a confirmed desire to move, and that the recipients of assistance are not eligible under any other programme run by IOM or another agency. In 2009, IOM assisted a total of 394 persons (381 in 2008) to return to their country of origin (141 female migrants and 253 male migrants), 86 per cent of whom were above 12 years of age (93% in 2008). Requests for assistance were received from the four continents, with Asia and Africa accounting for 52 per cent of the total. Final destinations concerned all continents, in particular Africa, which accounted for 40 per cent of returns (60% in 2008).

Repatriation

110. A total of 18,035 persons were assisted under IOM repatriation activities, a significant drop in comparison to 2008 (14,862). Sporadic repatriation activities in 2009 were essentially directed at assistance for the return of individuals or small groups of refugees to their countries of origin, such as the Democratic Republic of the Congo (17,025), Iraq (353), Sudan (287) and Liberia (100). Repatriation support was provided under the auspices of the

Memorandum of Understanding between the Office of the United Nations High Commissioner for Refugees (UNHCR) and IOM.

Resettlement assistance

111. Movement assistance under this category increased in 2009. A total of 119,717 persons benefited from resettlement assistance, which represented an increase of 25 per cent over the 2008 figure of 95,590. This increase stems from greater numbers in the Middle East (28,573) compared with 2008 (20,004) and in South Asia (18,753) compared with 2008 (9,590).

112. A total of 82,473 persons flew to the United States, representing a net increase of more than 26 per cent compared with 2008, largely due to an increased number of migrants from the Middle East and South Asia.

113. A total of 12,177 persons were provided with assistance to resettle in Canada, an increase of 16 per cent compared with those resettled in 2008 (10,483). A total of 8,651 persons were provided with assistance to resettle in Australia, an increase of 26 per cent compared with those resettled in 2008 (6,839).

114. A total of 8,603 persons were provided with assistance to resettle in Nordic countries (an increase of 15%), while 5,569 persons were resettled in Western Europe, principally to emerging European Union resettlement countries.

Management review

115. Based on the report, *The roadmap to a better movement cost processing*, prepared by the External Auditors, the Movement Management Division (MMD) started to implement recommendations addressing financial and operational data and measures to enhance data quality control. As a result of expected changes, MMD issued the Instruction on Guidelines for Movement Reporting.

Training and applications

116. By the end of 2009, almost all IOM Missions had received basic training on operations using the integrated training module SAFARI (standard airline fares and reservation for IOM staff members). SAFARI provides guidance on IOM-specific procedures in handling the Organization's movement programmes using specific applications such as the AMADEUS computer reservation system and iGATOR.

117. Based on a survey issued in July 2009, MMD has upgraded its training programmes, launching advanced training sessions in Nairobi for the African region. A second component concerns on-the-job training, involving staff exchanges of up to three months in a high-volume resettlement mission. IOM Missions in Addis Ababa, Amman, Bangkok, Kathmandu, and Nairobi hosted colleagues from Afghanistan, Costa Rica, Ecuador, the Russian Federation, Senegal, the Syrian Arab Republic and the United Kingdom. The final stage is a one-month stay at MMD in Geneva. So far, three candidates have completed both training modules.

118. Access to the AMADEUS computer reservation system grew significantly in 2009, with 75 IOM Missions equipped with 195 licences. By way of comparison, in 2005, 47 IOM Missions were equipped with 106 licences.

Agreements

119. In 2009, IOM concluded agreements with three new airlines: Emirates, Egyptair and KLM. In 2009, 29 charters were arranged at a total cost of USD 1,331,384. IOM overall airline expenditures in 2009 were over USD 138,139,000 for a total of 225,109 passengers transported (an increase of 22% compared with 2008).

(Links to the IOM Strategy: activities 1, 2, 3, 5, 8, 9, 10 and 11)

B. Statistical tables for 2009

- **Table 1: Movements by budgetary region and service classification**

This table summarizes IOM movement activity broken down by budgetary region and regional service classification (corresponding to the Programme and Budget for 2009, document MC/2258).

- **Table 2: Movements by region of departure and destination**

This table summarizes IOM movement activity by geographical region and area of departure and destination.

- **Table 3: Movements by service and region of departure/countries or regions of destination**

This table summarizes IOM movement activity broken down by service, programme/projects and geographical region of departure and main countries or regions of destination. All other countries or regions of destination are grouped under their respective geographical region.

- **Table 4: Statistics by gender and age group**

This table provides the gender and age group breakdown of migrants assisted by IOM. The table shows that male migrants outnumber female migrants by a margin of 7 per cent.

Table 1: Movements by budgetary region and service classification

| Region | Service area classification | Total migrants |
|--|---|-----------------------|
| Africa | Repatriation Assistance | 17 518 |
| | Resettlement Assistance | 10 898 |
| | Emergency Operations Assistance | 9 284 |
| | Return Assistance for Migrants and Governments | 2 351 |
| | Migrant Processing and Integration | 1 981 |
| | Return and Reintegration of Qualified Nationals | 340 |
| | Counter-trafficking | 278 |
| | Labour Migration | 156 |
| Africa total | | 42 806 |
| Asia and Oceania | Emergency Operations Assistance | 135 442 |
| | Resettlement Assistance | 58 243 |
| | Migrant Processing and Integration | 7 588 |
| | Return Assistance for Migrants and Governments | 852 |
| | Counter-trafficking | 55 |
| | Return and Reintegration of Qualified Nationals | 3 |
| | Technical Cooperation on Migration Management and Capacity-building | 2 |
| Services covered by miscellaneous income | 1 | |
| Asia and Oceania total | | 202 186 |
| Europe | Return Assistance for Migrants and Governments | 25 885 |
| | Resettlement Assistance | 17 168 |
| | Migrant Processing and Integration | 2 398 |
| | Counter-trafficking | 386 |
| | Technical Cooperation on Migration Management and Capacity-building | 207 |
| | Repatriation Assistance | 17 |
| Europe total | | 46 061 |
| Latin America and the Caribbean | Labour Migration | 4 184 |
| | Migrant Processing and Integration | 2 292 |
| | Return Assistance for Migrants and Governments | 1 135 |
| | Counter-trafficking | 130 |
| | Technical Cooperation on Migration Management and Capacity-building | 124 |
| | Repatriation Assistance | 107 |
| Latin America and the Caribbean total | | 7 972 |
| Middle East | Resettlement Assistance | 18 239 |
| | Repatriation Assistance | 351 |
| | Return Assistance for Migrants and Governments | 53 |
| | Counter-trafficking | 2 |
| Middle East total | | 18 645 |
| North America | Resettlement Assistance | 4 887 |
| | Migrant Processing and Integration | 987 |
| North America total | | 5 874 |
| Global Support/Services | Resettlement Assistance | 10 282 |
| | Return Assistance for Migrants and Governments | 423 |
| | Humanitarian Assistance for Stranded Migrants | 394 |
| | Repatriation Assistance | 42 |
| | Counter-trafficking | 22 |
| | Emergency Operations Assistance | 1 |
| Global Support/Services total | | 11 164 |
| Grand total | | 334 708 |

Table 2: Movements by region of departure and destination

| Region of departure | Area of departure | Region/Area of destination | | | | | | | | | | | | | | | |
|---|----------------------------|----------------------------|-------------|----------------|--------------|--------------|-----------------|--------------|----------------------------------|------------------|------------|----------------------------|----------------|----------------------|---------------|----------------|----------------|
| | | Africa and the Middle East | | | | | | | Africa and the Middle East total | Americas | | | | | | Americas total | |
| | | Central Africa | East Africa | Horn of Africa | Middle East | North Africa | Southern Africa | West Africa | | Andean countries | Caribbean | Central America and Mexico | North America | South America, other | Southern Cone | | |
| Africa and the Middle East | Central Africa | 41 | | | | | | 4 | 46 | | | | | 498 | | 6 | 504 |
| | East Africa | 83 | 232 | 815 | | | | 23 | 1 153 | | | | 7 441 | | | | 7 441 |
| | Horn of Africa | | | 9 373 | | | | | 9 373 | | | | 3 245 | | | | 3 245 |
| | Middle East | | 15 | 61 | 328 | | | | 404 | | | | 21 171 | | 5 | | 21 176 |
| | North Africa | 216 | | 282 | 16 | 1 | 1 | 1 654 | 2 170 | 8 | | | 1 547 | | 4 | | 1 559 |
| | Southern Africa | 17 086 | 6 | 1 | | | | 177 | 17 270 | | 1 | | 968 | | | | 969 |
| | West Africa | 8 | | 3 | | | 1 | 190 | 202 | 2 | | | 1 684 | | 4 | | 1 690 |
| Africa and the Middle East total | | 17 434 | 253 | 10 535 | 344 | 3 | 178 | 1 871 | 30 618 | 10 | 1 | | 36 554 | | 19 | | 36 584 |
| Americas | Andean countries | | | | | | | | | 24 | 4 | 135 | 1 867 | | 259 | | 2 289 |
| | Caribbean | | | | | | | | | 2 | 158 | 9 | 4 839 | | 5 | | 5 013 |
| | Central America and Mexico | | | | | | | 2 | 2 | 438 | 106 | 473 | 4 242 | 1 | 221 | | 5 481 |
| | North America | | | | | | 6 | | 6 | 4 | | 4 | 6 | | 23 | | 37 |
| | Southern America, other | | | | | | | | | | | | | | | | |
| Southern Cone | | | | 2 | | | | 2 | 124 | 14 | 12 | 261 | | 49 | | | 460 |
| Americas total | | | | | 2 | | 6 | 2 | 10 | 592 | 282 | 633 | 11 215 | 1 | 557 | | 13 280 |
| Asia and Oceania | Australia and New Zealand | | 5 | | 10 | 10 | 23 | | 48 | 9 | | | 19 | | 1 | | 29 |
| | Central Asia | | | | 5 | | | 1 | 6 | | | | 518 | | | | 518 |
| | Far East | | | | | | | | | 3 | | | 72 | | 1 | | 76 |
| | Melanesia | | | | | | | 1 | 1 | | | | | | | | |
| | Micronesia | | | | | | | | | | | | | | | | |
| | South Asia | | 2 | | | | | | 2 | | | | 16 594 | | | | 16 594 |
| | South-East Asia | | | 1 | | | | | 1 | 1 | | | 25 574 | | | | 25 575 |
| South-western Asia | | | | 28 | | | | 28 | | | | 2 145 | | 3 | | 2 148 | |
| Asia and Oceania total | | | 7 | 1 | 43 | 10 | 23 | 2 | 86 | 13 | | | 44 922 | | 5 | | 44 940 |
| Europe | Baltic States | | | | 7 | | | 2 | 9 | | | | 4 | | | | 4 |
| | Caucasus | | | | | | | | | | | | 71 | | | | 71 |
| | Central Europe | 6 | 7 | 6 | 90 | 29 | 5 | 106 | 249 | 10 | 6 | 16 | 4 856 | | 15 | | 4 903 |
| | Eastern Europe | 2 | 1 | 5 | 7 | 8 | 3 | 83 | 109 | | | | 2 362 | | 2 | | 2 364 |
| | Nordic countries | 17 | 5 | 18 | 669 | 1 | 4 | 40 | 754 | | 2 | 1 | 16 | | 10 | | 29 |
| | South-eastern Europe | | | 4 | 15 | 4 | | 2 | 25 | 1 | | | 5 626 | | | | 5 627 |
| | Southern Europe | 1 | 1 | 18 | 31 | 95 | 38 | 83 | 267 | 536 | 9 | 71 | 280 | | 956 | | 1 852 |
| Western Europe | 50 | 147 | 106 | 2 423 | 313 | 667 | 856 | 4 562 | 422 | 119 | 47 | 816 | 36 | 2 152 | | 3 592 | |
| Europe total | | 76 | 161 | 157 | 3 242 | 450 | 717 | 1 172 | 5 975 | 969 | 136 | 135 | 14 031 | 36 | 3 135 | | 18 442 |
| Grand total | | 17 510 | 421 | 10 693 | 3 631 | 463 | 924 | 3 047 | 36 689 | 1 584 | 419 | 768 | 106 722 | 37 | 3 716 | | 113 246 |

Table 2: Movements by region of departure and destination (continued)

| Region/Area of destination | | | | | | | | | | | | | | | | | | | |
|----------------------------|--------------|--------------|-----------|------------|-----------|----------------|-----------------|--------------------|------------------------|---------------|--------------|----------------|----------------|------------------|----------------------|-----------------|---------------|----------------|----------------|
| Asia and Oceania | | | | | | | | | Asia and Oceania total | Europe | | | | | | | Europe total | Grand total | |
| Australia and New Zealand | Central Asia | Far East | Melanesia | Micronesia | Polynesia | South Asia | South-East Asia | South-western Asia | | Baltic States | Caucasus | Central Europe | Eastern Europe | Nordic countries | South-eastern Europe | Southern Europe | | | Western Europe |
| 81 | | | | | | | | | 81 | | 7 | | 291 | | 1 | 388 | 687 | 1 318 | |
| 1 764 | | | | | | 5 | | | 1 769 | | 2 | | 678 | | 391 | 578 | 1 649 | 12 012 | |
| 495 | | | | | | | | | 495 | | 48 | | 2 756 | | 1 | 669 | 3 474 | 16 587 | |
| 1 257 | 1 | | | | | 6 | 4 | | 1 268 | | 375 | 21 | 2 120 | | 127 | 3 708 | 6 351 | 29 199 | |
| 353 | | | | | | 6 | 1 | | 360 | | | | 160 | | 6 | 26 | 192 | 4 281 | |
| 1 545 | | | | | | | | 3 | 1 548 | | | | 85 | | | 62 | 147 | 19 934 | |
| 873 | | | | | | 2 | 1 | | 876 | | 9 | | 60 | | | 458 | 527 | 3 295 | |
| 6 368 | 1 | | | | | 19 | 9 | | 6 397 | | 441 | 21 | 6 150 | | 526 | 5 889 | 13 027 | 86 626 | |
| 637 | | 3 | | | | | | | 640 | | 3 | | 27 | | 263 | 324 | 617 | 3 546 | |
| | | | | | | | | | | | | | 11 | | 8 | 134 | 153 | 5 166 | |
| 7 | | 3 | | | | | 3 | | 13 | | 4 | | | | 8 | 3 | 15 | 5 511 | |
| 37 | | | | | | 1 | 1 | | 39 | | | | 3 | | | 1 | 4 | 86 | |
| | | | | | | | 8 | | 8 | | | | 1 | | | | 1 | 9 | |
| 189 | | 23 | | | | | 3 | | 215 | | 5 | 3 | 13 | | 328 | 242 | 591 | 1 268 | |
| 870 | 29 | | | | | 1 | 15 | | 915 | | 12 | 3 | 55 | | 607 | 704 | 1 381 | 15 586 | |
| 1 | 1 | 31 | 16 | | 5 | 76 | 96 | 12 | 238 | | 15 | 1 | 3 | 8 | 4 | 78 | 109 | 424 | |
| 22 | 1 | | | | | | | 14 | 37 | | | 1 | 252 | | | 9 | 262 | 823 | |
| 18 | 4 | 3 | | | | | 29 | | 54 | | | | 2 | 2 | | 11 | 15 | 145 | |
| | | | | | | 1 | | 1 | 2 | | | 1 | | | | | 1 | 4 | |
| | | | 6 | | | | | | 6 | | | | | | | | | 6 | |
| 1 122 | | | | | | 135 | 441 | | 136 563 | | 11 | | 722 | | | 365 | 1 098 | 154 257 | |
| 3 550 | 2 | 1 | | 1 | | 29 | 10 | 378 | 3 971 | | 57 | | 899 | | 2 | 50 | 1 008 | 30 555 | |
| 898 | | | | | | | | 1 | 899 | | 16 | | 775 | | | 60 | 851 | 3 926 | |
| 5 611 | 8 | 35 | 22 | 1 | 5 | 135 547 | 135 | 406 | 141 770 | | 99 | 3 | 2 653 | 10 | 6 | 573 | 3 344 | 190 140 | |
| | 1 | | | | | 3 | | | 4 | | 5 | | 6 | | 1 | | 12 | 29 | |
| 1 | 4 | | | | | 1 | | 7 | 13 | | | 1 | 2 | 14 | | 62 | 79 | 163 | |
| 31 | 2 024 | 149 | | | | 192 | 411 | 91 | 2 898 | 6 | 505 | 142 | 2 311 | 9 | 1 824 | 57 | 86 | 4 940 | 12 990 |
| 6 | 73 | 13 | | | | 27 | 16 | 81 | 216 | 1 | 62 | 11 | 87 | 52 | 2 | 26 | 241 | 2 930 | |
| 16 | 24 | 36 | | | | 61 | 16 | 91 | 244 | 2 | 14 | 27 | 90 | 11 | 358 | 1 | 1 | 504 | 1 531 |
| 411 | 129 | 3 | | | | 34 | 14 | 23 | 614 | | 6 | 4 | 28 | 134 | 91 | 54 | 51 | 368 | 6 634 |
| 4 | 2 | 2 | | | | 18 | 10 | 12 | 48 | | 3 | 39 | 42 | 1 | 35 | 2 | 93 | 215 | 2 382 |
| 233 | 372 | 843 | | | 2 | 644 | 420 | 1 281 | 3 795 | 5 | 686 | 318 | 1 243 | 1 | 1 345 | 140 | 10 | 3 748 | 15 697 |
| 702 | 2 629 | 1 046 | | | 2 | 980 | 887 | 1 586 | 7 832 | 14 | 1 281 | 542 | 3 809 | 222 | 3 656 | 254 | 329 | 10 107 | 42 356 |
| 13 551 | 2 638 | 1 110 | 22 | 1 | 7 | 136 547 | 1 046 | 1 992 | 156 914 | 14 | 1 281 | 1 094 | 3 836 | 9 080 | 3 666 | 1 393 | 7 495 | 27 859 | 334 708 |

Table 3: Movements by service and region of departure/countries or regions of destination

| Service | Programme/Project | Region of departure | Total migrants | Countries/Regions of destination | | | | | | | | | | | |
|---|---|-----------------------------|----------------|----------------------------------|---------------|-------------------------------------|--------------|---------------|--------------|-------------------------------------|------------|------------|--------------|----------|-----|
| | | | | Afghanistan | Australia | Bolivia (Plurinational State of) | Brazil | Canada | China | Democratic Republic of the Congo | Denmark | Ethiopia | Finland | | |
| Movement, Emergency and Post-crisis Migration Management | Resettlement Assistance | Africa and the Middle East | 50 922 | | 4 194 | | | 10 | 7 571 | | | | | 176 | 796 |
| | | Americas | 6 259 | | 5 | | 30 | 965 | | | | | | | 3 |
| | | Asia and Oceania | 48 479 | | 4 035 | | | | 2 810 | | | | | | 339 |
| | | Europe | 14 057 | 6 | 417 | 18 | 18 | 831 | | 1 | 3 | 5 | 2 | 2 | 69 |
| | | Subtotal^a | 119 717 | 6 | 8 651 | 18 | 58 | 12 177 | 1 | 3 | 579 | 2 | 1 207 | | |
| | Repatriation Assistance | Africa and the Middle East | 17 839 | | | | | | | | 17 025 | | | | 6 |
| | | Americas | 102 | | | 1 | | | | | | | | | |
| | | Asia and Oceania | 3 | | | | | | | | | | | | |
| | Subtotal | 18 035 | 1 | | 1 | | | | | 17 025 | | | | 7 | |
| | Emergency Operations Assistance | Africa and the Middle East | 9 284 | | | | | | | | 6 | | | | |
| Americas | | 1 | | | | | | | | | | | | | |
| Asia and Oceania | | 135 441 | | | | | | | | | | | | | |
| Subtotal | 144 727 | | | | | | | | 6 | | | | | | |
| Movement, Emergency and Post-crisis Migration Management total^a | | | 282 479 | 7 | 8 651 | 19 | 58 | 12 177 | 1 | 17 034 | 579 | 9 | 1 207 | | |
| Facilitating Migration | Migrant Processing and Integration | Africa and the Middle East | 4 951 | | 1 914 | | | 221 | | | | | 2 | 66 | |
| | | Americas | 3 532 | | 794 | 6 | 14 | 782 | 18 | | | 3 | | | |
| | | Asia and Oceania | 5 239 | | 1 100 | | | 2 364 | | | | | | 5 | |
| | | Europe | 1 524 | | 138 | | | 678 | 1 | 1 | | | | 1 | |
| | Subtotal | 15 246 | | 3 946 | 6 | 14 | 4 045 | 19 | 1 | 5 | | | 72 | | |
| Labour Migration | Africa and the Middle East | 150 | | | | | 141 | | | | | | | | |
| | Americas | 4 187 | | | | | 4 136 | | | | | | | | |
| | Europe | 3 | | | | | | | | | | | | | |
| Subtotal | 4 340 | | | | | 4 277 | | | | | | | | | |
| Facilitating Migration total | | | 19 586 | | 3 946 | 6 | 14 | 8 322 | 19 | 1 | 5 | | 72 | | |
| Regulating Migration | Return Assistance for Migrants and Governments | Africa and the Middle East | 2 696 | | | 5 | | | | | 92 | | 804 | | |
| | | Americas | 1 136 | | | 3 | 124 | | | | | | | | |
| | | Asia and Oceania | 835 | 352 | | | 1 | 4 | 22 | | | 1 | | | |
| | | Europe | 26 032 | 623 | 140 | 480 | 2 494 | 755 | 996 | 26 | | 69 | | | |
| | Subtotal^{a, b} | 30 699 | 975 | 140 | 488 | 2 619 | 759 | 1 018 | 118 | 1 | 873 | | | | |
| | Counter-trafficking | Africa and the Middle East | 314 | | | | | | | | 81 | | | | |
| Americas | | 74 | | | | | | | | | | | | | |
| Asia and Oceania | | 93 | 1 | | | | | 1 | | | | | | | |
| Subtotal^b | 873 | 1 | | | 3 | | 1 | 81 | | 1 | | | | | |
| Technical Cooperation on Migration Management and Capacity-building | Americas | 124 | | | 50 | | | | | | | | | | |
| | Asia and Oceania | 2 | 1 | | | | | | | | | | | | |
| | Europe | 207 | 25 | | | 2 | | | | 1 | | 2 | | | |
| Subtotal | 333 | 26 | | 50 | 2 | | | | | 1 | | 2 | | | |
| Regulating Migration total^{a, b} | | | 31 905 | 1 002 | 140 | 538 | 2 624 | 759 | 1 019 | 200 | 1 | 876 | | | |
| General Programme Support | Humanitarian Assistance for Stranded Migrants | Africa and the Middle East | 141 | | | | 4 | | | | 9 | | 19 | | |
| | | Americas | 171 | | | 4 | | | | | | | | | |
| | | Asia and Oceania | 45 | 14 | | | | | | | | | | | |
| Subtotal | 394 | 21 | | 4 | 4 | | | | 9 | | 19 | | | | |
| Services covered by miscellaneous income | Africa and the Middle East | | 1 | | | | | | | | | | | | |
| | | Subtotal | 1 | | | | | | | | | | | | |
| General Programme Support total | | | 395 | 21 | | 4 | 4 | | | 9 | | 19 | | | |
| Migration and Development | Return and Reintegration of Qualified Nationals | Africa and the Middle East | 328 | | | | | | | | | | | | |
| | | Asia and Oceania | 3 | | | | | | | | | | | | |
| | | Europe | 12 | | | | | | | | | | | | |
| Subtotal | 343 | | | | | | | | | | | | | | |
| Migration and Development total | | | 343 | | | | | | | | | | | | |
| Grand total | | | 334 708 | 1 030 | 12 737 | 567 | 2 700 | 21 258 | 1 039 | 17 244 | 585 | 904 | 1 279 | | |

^a Some of the movements of migrants resettled to a third country are also assisted in the programmes classified under Assisted Voluntary Returns; likewise, some Assisted Voluntary Returns movements are implemented in projects under Movement.

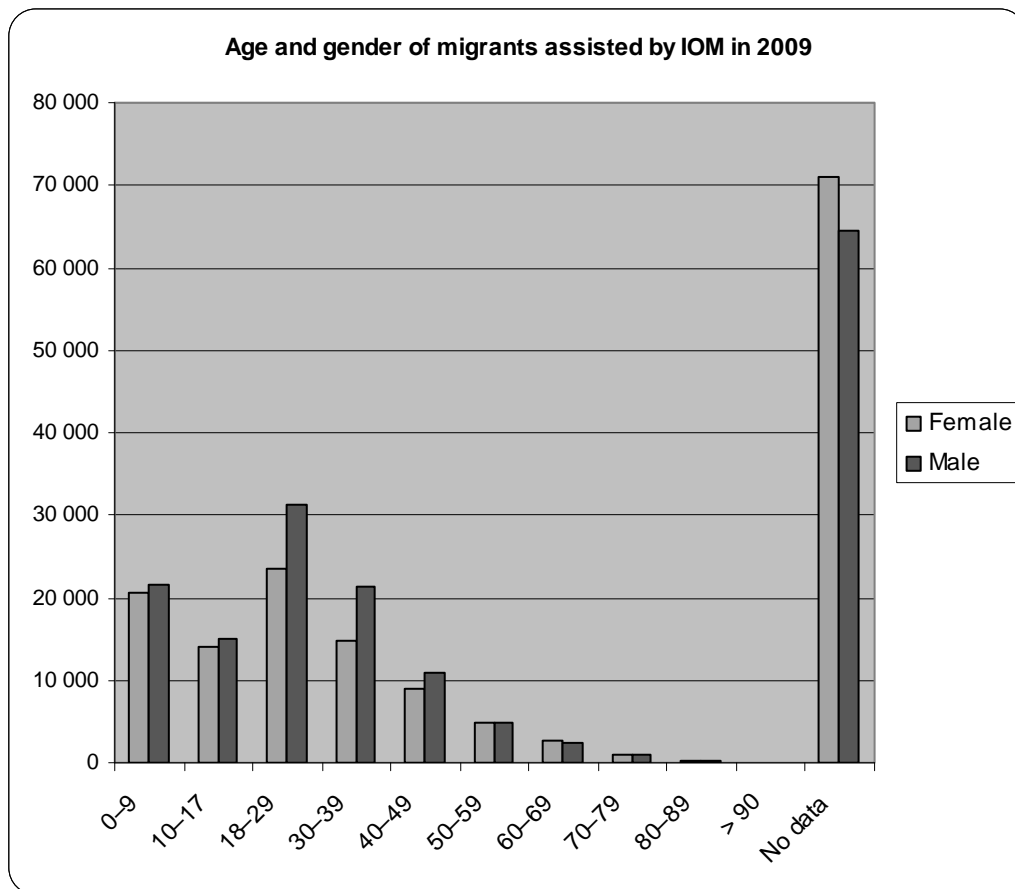
^b Some of the trafficked persons assisted by IOM are moved under projects falling under the service for Assisted Voluntary Returns and Integration.

**Table 3: Movements by service and region of departure/countries or regions of destination
(continued)**

| Countries/Regions of destination | | | | | | | | | | | | | | | | | Other countries in region of destination | | | | | | |
|----------------------------------|------------|--------------|--------------|--------------|--------------|--------------|----------------|------------|--------------|--------------------|------------|------------------|----------------|----------------|--------------|--------------|--|---------------|------------|----------------------------|--------------|------------------|--------------|
| France | Georgia | Germany | Iraq | Italy | Mongolia | Netherlands | New Zealand | Nigeria | Norway | Russian Federation | Serbia | Kosovo/UNSC 1244 | Sri Lanka | Sudan | Sweden | Ukraine | United Kingdom | United States | Viet Nam | Africa and the Middle East | Americas | Asia and Oceania | Europe |
| 842 | | 2 069 | 4 | 124 | | 221 | 216 | | 1 182 | | | | | 3 | 3 562 | | 1 148 | 27 880 | | 81 | 5 | | 838 |
| 140 | | | | | | 6 | 66 | | | | | | | | 37 | | | 4 891 | | | 113 | | 3 |
| 47 | | | | | | 127 | 470 | | 910 | | | | | | 991 | | 123 | 38 062 | | | 3 | | 162 |
| 184 | 60 | | 163 | | 20 | 17 | 2 133 | 10 | | 13 | 5 | 40 | 7 | | 125 | 6 | 89 | 11 640 | | 81 | 23 | 11 | 58 |
| 1 213 | 60 | 2 069 | 167 | 124 | 20 | 371 | 754 | 133 | 2 102 | 13 | 5 | 40 | 7 | 3 | 4 715 | 6 | 1 360 | 82 473 | | 162 | 144 | 13 | 1 061 |
| 4 | | | 324 | | | | | | | | | | | 278 | | | | | | 202 | 1 | | 3 |
| | | | | | | | | | | | | | | | | | | 34 | | | 56 | | 7 |
| | | | 29 | | | | | 1 | 1 | 4 | | | | | | | | | | 1 | 34 | 18 | 1 |
| 4 | | | 353 | | | | | 1 | 1 | 4 | | | | 278 | | | | 34 | | 203 | 91 | 19 | 13 |
| | | | | | | | | | | | | | | 9 039 | | | | | | 239 | | | 1 |
| | | | | | | | | | | | | 135 441 | | | | | | | | 1 | | | |
| | | | | | | | | | | | | 135 441 | 9 039 | | | | | | | 240 | | | 1 |
| 1 217 | 60 | 2 069 | 520 | 124 | 20 | 371 | 754 | 134 | 2 103 | 17 | 5 | 40 | 135 448 | 9 320 | 4 715 | 6 | 1 360 | 82 507 | | 605 | 235 | 33 | 1 074 |
| 26 | | 20 | | 393 | | 626 | 44 | | 316 | | | | 1 | | 49 | | 19 | 729 | | 5 | | | 1 519 |
| 245 | | 81 | | 98 | | 16 | 5 | | | 1 | | | | 12 | | 173 | 362 | | | 2 | 424 | 8 | 488 |
| 3 | | | | | | 48 | 5 | | 3 | | | | | 6 | | 6 | 1 616 | | | 6 | 1 | 3 | 73 |
| 2 | 14 | 2 | 1 | 10 | 2 | 6 | | 10 | 1 | 11 | 84 | 102 | | 1 | 20 | 1 | 82 | | | 12 | 49 | 16 | 279 |
| 276 | 14 | 103 | 1 | 501 | 2 | 696 | 54 | 10 | 320 | 12 | 84 | 102 | 1 | | 68 | 20 | 199 | 2 789 | | 25 | 474 | 28 | 1 359 |
| | | 1 | 1 | | | | | 9 | | | | | | | | | | 3 | | 6 | 1 | | 39 |
| | | 1 | 1 | | | | | 9 | | | | | | | | | | 3 | | 6 | 4 | | 39 |
| 276 | 14 | 104 | 1 | 502 | 2 | 696 | 54 | 19 | 320 | 12 | 84 | 102 | 1 | | 68 | 20 | 202 | 2 789 | | 31 | 478 | 28 | 1 398 |
| | | 15 | | | | | 194 | | | | | | 1 | 8 | | | | | | 1 563 | 2 | 4 | 8 |
| 2 | | 2 | 3 | | | 1 | 2 | | | | | | 36 | | | | | 2 | | 44 | 993 | 4 | 3 |
| 663 | | 17 | 23 | | | 5 | 433 | 8 | 2 443 | 574 | 1 686 | 199 | 61 | 1 | 730 | 3 | 44 588 | 2 262 | 1 266 | 2 262 | 2 442 | 2 581 | |
| 2 663 | 19 | 2 585 | 4 | 1 912 | | 6 629 | 8 2 443 | 574 | 1 687 | 236 | 69 | 1 731 | 42 | 56 600 | 3 869 | 2 270 | 2 673 | 2 629 | | | | | |
| | | | | | | | 1 | 1 | 4 | | | | | | | 2 | | 11 | | 198 | | 3 | 13 |
| | | | | | 5 | | | | | | | | | | | | | 44 | | | 18 | 12 | |
| 1 | | | 1 | 17 | | 28 | | 62 | | | | 3 | | | 13 | | 53 | | | 24 | 21 | 131 | 86 |
| 1 | | | 1 | 22 | | 29 | 1 | 66 | | | | 3 | | | 15 | | 109 | | 222 | 39 | 178 | 100 | |
| | | | | | | | | | | | | | | | | | | 1 | | | 65 | | 8 |
| | | 7 | | | | | 15 | | 5 | | | 2 | 1 | | | | | 3 | | 1 | | 74 | 17 |
| 7 | | | | | | 15 | | 5 | | | | 2 | 1 | | | | 1 | 3 | 53 | 54 | 65 | 74 | 25 |
| 2 671 | 19 | 2 585 | 5 | 1 934 | | 6 673 | 9 2 514 | 574 | 1 687 | 241 | 70 | 1 746 | 42 | 166 603 | 4 145 | 2 374 | 2 925 | 2 754 | | | | | |
| | | | | | | | | 1 | | | | 4 | 19 | | 1 | | | 1 | | 66 | 4 | 13 | |
| | | | 5 | 1 | | 1 | | | | | | | | | 2 | | | 1 | | | 163 | | 2 |
| | | | | 8 | | | | 1 | | | | | 1 | | 1 | | | | | 6 | 4 | 11 | 2 |
| | | | 5 | 9 | | 1 | | 2 | | | | 4 | 20 | | 4 | | | | | 72 | 171 | 41 | 6 |
| | | | | | | | | | | | | | 1 | | | | | | | | | | |
| | | | | | | | | | | | | | 1 | | | | | | | | | | |
| | | | 5 | 9 | | 1 | | 2 | | | | 5 | 20 | | 4 | | | | 2 | 72 | 171 | 41 | 6 |
| | | | | | | | | | | | | | 2 | 328 | | | | 1 | | | | | |
| | | | | | | | | | | | | | 2 | 12 | | | | | | | | | |
| | | | | | | | | | | | | | 2 | 340 | | | | | 1 | | | | |
| | | | | | | | | | | | | | 2 | 340 | | | | | 1 | | | | |
| 1 495 | 745 | 2 192 | 3 111 | 631 | 1 965 | 1 067 | 814 | 827 | 2 432 | 2 545 | 663 | 1 829 | 135 697 | 9 750 | 4 784 | 776 | 1 604 | 85 463 | 605 | 4 853 | 3 258 | 3 027 | 5 232 |

Table 4: Statistics by gender and age group

| Age group | Gender | | Total |
|--------------|----------------|----------------|----------------|
| | Female | Male | |
| 0-9 | 20 629 | 21 556 | 42 185 |
| 10-17 | 14 027 | 15 129 | 29 156 |
| 18-29 | 23 476 | 31 204 | 54 680 |
| 30-39 | 14 667 | 21 416 | 36 083 |
| 40-49 | 8 871 | 10 805 | 19 676 |
| 50-59 | 4 881 | 4 846 | 9 727 |
| 60-69 | 2 590 | 2 520 | 5 110 |
| 70-79 | 1 068 | 1 047 | 2 115 |
| 80-89 | 257 | 221 | 478 |
| > 90 | 31 | 26 | 57 |
| No data | 71 077 | 64 364 | 135 441 |
| Total | 161 574 | 173 134 | 334 708 |



C. Emergency and Post-crisis Division

120. Within the OSD, the Emergency and Post-crisis Division (EPC) facilitates IOM's migration crisis management through a coordinated internal and external pool of services.

Technical support and programming

121. During 2009, EPC provided technical support for the development of 260 projects, of which 198 received donor funding and were subsequently initiated during the year. In addition, 16 projects (endorsed during 2008) received funding and were initiated in 2009. Of the combined 214 projects, 76 related directly to emergency response and 138 to recovery, mitigation and preparedness activities under post-crisis operations.

Emergencies⁹

122. In 2009, IOM engaged in 11 new emergencies, namely in Afghanistan, Angola, Bangladesh, the Democratic Republic of the Congo, El Salvador, Indonesia, Sri Lanka, Nicaragua, Pakistan, the Philippines and Yemen.

123. EPC advised 18 IOM Missions on the development of over 70 projects that received funding. Overall, emergency response activities received a total of USD 64,614,041.¹⁰

124. The main donors supporting IOM's activities in emergencies were the Government of Japan, the United Nations Development Programme (UNDP), the United Nations Central Emergency Response Fund (UN-CERF), the Humanitarian Aid Department of the European Commission (ECHO), the United Kingdom's Department for International Development (DFID), the United States Agency for International Development (USAID) Office for US Foreign Disaster Assistance, and the Common Humanitarian Fund for Sudan.

Support to cluster or cluster-like implementation

125. IOM remained the global cluster lead for camp coordination and camp management (CCCM) in seven countries (Bangladesh, El Salvador, Ethiopia, Nepal, Pakistan, the Philippines and Timor-Leste); the cluster partner for emergency shelter and non-food items in eight countries (Afghanistan, Indonesia, Myanmar, Nepal, Pakistan, the Philippines, Yemen and Zimbabwe); the cluster key partner for logistics in Indonesia and Nepal; the cluster key partner for health in Indonesia, Myanmar, Nepal and the Philippines; the cluster key partner for protection in the Philippines, Sudan and Zimbabwe; and the Organization remains the co-cluster lead for early recovery in Colombia.

⁹ The EPC approach to emergencies focuses on life-saving support activities through the provision of emergency shelter, logistics support, non-food item distribution, transportation, protection, camp management and coordination, and infrastructure and water/sanitation rehabilitation.

¹⁰ By designated regions, 32 projects were funded in Africa, mainly in response to unrest in Angola, the Democratic Republic of the Congo, Sudan and Zimbabwe, and to the food crises in Ethiopia, Kenya, Mozambique, Somalia, Sudan and the United Republic of Tanzania; 7 projects in the Americas following floods in El Salvador and Nicaragua, in addition to the continuation of emergency response activities in Colombia and Haiti; and 37 projects in Asia, mainly in response to the conflicts in Sri Lanka and Pakistan and the natural disasters that occurred in Bangladesh, Indonesia and the Philippines.

Post-crisis activities

126. EPC provided technical assistance in the areas of disarmament, demobilization and reintegration; community stabilization; security sector reform; early recovery and transition activities; and disaster risk reduction to 27 IOM Missions.

127. Technical support was provided for 128 projects, which, combined with the funds received in 2009 for 10 projects endorsed in 2008, account for a project portfolio of USD 219,912,312.¹¹

128. The main donors supporting IOM recovery, mitigation and preparedness activities were Australia, Germany, Japan, UNDP, the European Commission, the US State Department's Bureau of Population, Refugees and Migration and USAID.

Preparedness and response

129. During 2009, EPC enhanced the Expert Roster through targeted training and the strengthening of the internal community of practitioners. At the end of 2009, the Expert Roster contained 528 profiles (199 women and 329 men), 41 of whom are non-IOM staff (23 men and 18 women). EPC provided or referred 180 training sessions and workshops¹² to 144 staff members (91 men and 53 women) from 63 Missions.

130. An early warning mechanism was established at the beginning of the year in order to identify "hot spots", particularly in areas prone to disasters, thus contributing to IOM's ability to respond to crises in a timely manner in coordination with IOM Missions.

131. At the regional level, EPC established a presence at the Panama Administrative Centre in April 2009 with the aim of enhancing IOM's ability to plan, prepare and coordinate and in order to respond to regional crises in Latin America and the Caribbean.

132. In October 2009, IOM signed a technical agreement with the World Food Programme and joined the United Nations Humanitarian Response Depot global network, thus facilitating IOM's use of their emergency response facilities and associated support services at a no-cost, or a cost-recovery, basis.

133. EPC supported the establishment of a regional disaster prevention programme covering mainly the Marshall Islands and the Federated States of Micronesia in the Pacific region.

134. EPC also supported IOM Madrid in the development of the Spanish Emergency Migration Assistance Facility, intended to alleviate the potentially destabilizing effects of non-controlled flows of migrants in emergency settings, or those in need of repatriation support, thereby providing local authorities with assistance to deal with migration flows in a humane manner.

¹¹ Distribution per region: 56 projects were funded in Africa; 36 projects in Asia; 37 projects in the Americas; and 9 projects in Europe.

¹² Training varied and covered topics such as internal emergency response, the inter-agency cluster approach, civil-military cooperation-related matters, as well as demobilization, disarmament and reintegration, disaster risk reduction, and logistics or donor-specific matters (ECHO; UN-CERF or the Consolidated Appeal Process).

135. Furthermore, EPC supported inter-agency contingency plans in Ghana, Liberia and Sierra Leone.

136. With regard to funding, the Emergency and Preparedness Account granted revolving funds to kick-start IOM operations in Angola and the Philippines for a total of USD 135,000. Funds from the Emergency Response Support Team were utilized to support the deployment of experts to Gaza and Yemen for a total amount of USD 34,000, after which these funds were dismissed.

Knowledge management

137. EPC formalized the Emergency and Post-crisis Knowledge Management Framework intended to facilitate migration management efforts in emergency and post-crisis situations, while improving IOM's operational response capacity. For this purpose, the EPC Knowledge Repository (Intranet) was set up during the year and will be launched during the first quarter of 2010. The Knowledge Repository will facilitate the sharing of information, practices and policies with all Missions and staff.

138. With support from the EPC communities of practitioners, EPC coordinated the development of several position papers in 2009, including a submission prepared in close coordination with the IOM Gender Coordination Unit for the United Nations Report of the Secretary-General on women and peace and security.

Partnerships

139. EPC continued its liaison with United Nations agencies and Inter-Agency Standing Committee (IASC) members to develop guidance and tools, provide training, initiate assessment missions, prepare operational plans, set up operations and logistics, stockpile material and equipment, and act as focal point to support relevant Regional/Country Offices.

140. Within the IASC workplan for 2009, EPC contributed substantially to thematic discussions on a range of issues on the IASC agenda and attended IASC working group meetings in Washington DC, Geneva and Nairobi. EPC also participated in various IASC sub-working groups and task forces to ensure that IOM's position was taken into account in the deliberations and decisions of the IASC.

141. EPC represented IOM at monthly IASC cluster coordinator meetings and the semi-annual global cluster lead meetings. EPC contributed to the development of training material and policy guidelines, including the Camp Closure Guidelines, the CCCM needs-assessment tool, the inter-agency gender e-learning tool, and the forthcoming Collective Centre Guidelines.

142. As the global cluster lead for CCCM during natural disasters, IOM, in rotation with UNHCR, chaired the global cluster meetings and began outreach to donors to present global CCCM cluster accomplishments and Field impact. EPC supported the revision of the Sphere Project, through the Emergency Shelter Cluster, and hosted part of the consultation process on the revision of the non-food items sector. EPC continued its participation in the Global Logistics Cluster, the Global Logistics Cluster Support Cell and the Cluster Working Group on Early Recovery Cluster. With the aim of maintaining the cluster coordination spirit, EPC

hosts the Gender Standby Capacity Cluster Adviser, who provides technical guidance to global clusters to ensure that gender is a cross-cutting issue.

143. During 2009, EPC contributed substantially to the drafting of the inter-agency *Handbook for the Protection of Internally Displaced Persons* and subsequent Field testing. EPC was similarly involved in the revision of the Framework on Durable Solutions for Internally Displaced Persons, which gave due recognition to the important role reparation mechanisms have in post-disaster stabilization programming for affected communities.

144. Within the scope of civil–military coordination, two meetings took place with the North Atlantic Treaty Organization (NATO) in 2009 to discuss ongoing cooperation in the areas of disarmament, demobilization and reintegration and security sector reform funded by the NATO Partnership for Peace Trust Fund. The organizations also discussed potential future cooperation in the areas of border management, climate change, environment and migration.

145. As part of its outreach efforts to academia, EPC identified new internship opportunities for Masters students, as part of a memorandum of understanding with the University of York’s Post-war Reconstruction and Development Unit in the United Kingdom, and delivered two days of training on humanitarian operations and displacement for students taking the Masters in Peacekeeping Management at the University of Turin in Italy.

(Links to the IOM Strategy: activities 1, 2, 3, 5, 9 and 10)

D. Election Support Unit

146. The Election Support Unit (ESU) within the OSD is responsible for the planning, coordination and oversight of IOM’s election-related activities. ESU provides support to government efforts to facilitate migrants’ access to electoral processes in their countries or territories of origin. ESU activities include support for out-of-country voting processes, capacity-building for electoral management bodies and civil society organizations and logistical support for monitoring voting processes.

147. During 2009, ESU endorsed, reviewed and monitored 13 election projects valued at a total of USD 27,609,191. ESU’s activities were funded through the UNDP basket funds, the United Nations Democracy Fund and European Commission contributions.

148. The following support was given to Missions:

- Sudan: Oversight and administration of a grants scheme of USD 2,343,304 for civil society organizations for the implementation of civic and voter education activities before the 2010 elections.¹³
- Afghanistan: Capacity support provided to the Independent Election Commission for the development of human resources and payroll systems involving 500 permanent employees and approximately 197,500 temporary electoral staff.

¹³ Notably, 30 per cent of participants in IOM-monitored civic and voter education activities were female.

- Lebanon: Capacity support for the establishment of the Lebanese National Youth Parliament.
- Republic of Moldova: Assistance to the Government to improve electoral awareness and participation in the 2009 parliamentary elections, which enjoyed a more than 70 per cent increase in participation compared with the 2005 parliamentary elections.

149. Training and workshops: Six staff members received training in effective electoral assistance and one received training under the Building Resources in Democracy, Governance and Elections programme.

150. Partnerships and cooperation: ESU continued its cooperation with the United Nations Electoral Assistance Division, the United Nations Department of Peacekeeping Operations, the Organization of American States, the Joint Donors' Competence Development Network (Train4Dev Network), and the European Commission–UNDP–International IDEA Joint Task Force and Global Training Platform on Effective Electoral Assistance.

151. With regard to information management, ESU continued to expand its database of electoral documentation and election expert profiles. Background documents were developed and translated for internal and external distribution. Research was undertaken on migrants' rights and the political participation of migrant women in election processes.

(Links to the IOM Strategy: activities 2, 3, 5, 8, 9 and 10)

IV. MIGRATION HEALTH

152. In 2009, the Migration Health Department (MHD) continued to promote evidence-informed policies and health programmes to meet the needs of Member States in managing health-related aspects of migration.

153. MHD oversaw 188 projects in 2009, with an overall expenditure of USD 59.5 million, with the majority of project expenditure in Asia (43%) and Africa (38%). Global expenditure on health programmes was USD 52.2 million in 2008, confirming a steady increase in volume and scope in this sector.

A. Migration health assessment and travel health assistance

154. In 2009, the largest MHD programme area was migration health assessment and travel health assistance (68%). More than 280,000 health assessments were performed for migrants and refugees in over 50 countries. In performing health assessments, IOM applies migrant-friendly systems of screening and diagnosis, based on principles of quality, integrity and efficiency. The purpose of IOM health assessments is to identify and address conditions of public health concern, in order to mitigate the possible impact of a migrant's disease burden on national health and social services. However, the programme also seeks to address migrants' specific health needs in order to facilitate integration within the host community.

B. Health promotion and assistance for migrants

155. The second largest MHD programme area was health promotion and assistance for migrants (20%), which saw continued growth in 2009. Implemented with the support of partners in the international community, governments and civil society, the programmes have focused on strengthening migrant-friendly health services and systems. For example, IOM Pretoria and IOM Brussels began the development of migrant-friendly training modules and curriculum that will build the capacity of medical students and health professionals to deliver migrant-friendly health services. In addition, IOM was selected by the European Centre for Disease Prevention and Control as an implementing partner for a project on HIV migrant data comparability, which strengthens IOM's position in the field of migrant health research in Europe.

156. Other programmes focused on the facilitation of safer labour migration. In 2009, the IOM Partnership on HIV and Mobility in Southern Africa (PHAMSA) provided technical assistance to the Southern African Development Community in order to develop the Policy Framework on Population Mobility and Communicable Diseases, and made a regional proposal for the Global Fund to Fight AIDS, Tuberculosis and Malaria to address HIV in cross-border communities. PHAMSA also concluded the Regional Assessment on HIV Prevention Needs of Migrants and Mobile Populations in Southern Africa for the United States Agency for International Development which looked at the different forms of migration and associated HIV-related vulnerabilities and identified opportunities and challenges for future programmes. IOM's public health partner in the Finca Sana ("Healthy Farms") project in Costa Rica, which aims to improve health among migrant workers, was awarded first place in the innovative health projects category and third place overall in the prestigious Experiences in Social Innovation contest organized by the Economic Commission for Latin America and the Caribbean in 2009.

157. During the year, IOM was also active in promoting the psychosocial well-being of migrants, asylum-seekers and displaced populations. In this regard, IOM engaged in a series of research and activities in Eastern Europe and Asia on the challenges brought about by labour migration to the family structure and individual well-being of migrants and the family members they leave behind. This resulted, inter alia, in the creation of an Italian-Ukrainian observatory on female migration. Also, in collaboration with six psychosocial and academic centres of excellence, IOM assessed the most recurrent vulnerabilities of asylum-seekers in reception and identification centres in Greece, Italy, the Netherlands and the United Kingdom.

158. To better manage the migration of health workers, IOM Brussels and IOM Pretoria collaborated as one of the main partners of the global Mobility of Health Professionals Project to produce qualitative and quantitative macro-level country studies in Angola, Egypt, Ghana, Kenya, Morocco and South Africa that shed light on the under-researched area of mobility of health professionals especially to, within and from the European Union (EU).

C. Migration health assistance for crisis-affected populations

159. The third largest MHD programme area is migration health assistance for crisis-affected populations (12%), which, in 2009, saw a strengthening of IOM's role in the Health Cluster and close interaction with the Inter-Agency Standing Committee Task Force on HIV

in Humanitarian Situations and the Task Force on Mental Health and Psychosocial Support in Emergency Settings. During the year, IOM facilitated access to primary health care for displaced persons, returnees and communities in Kenya, Sri Lanka and Myanmar.

160. MHD continued to develop and strengthen partnerships at the global, regional and national levels to facilitate dialogue and collaboration among a broad array of stakeholders to advance the minimum health standards for migrants, policy coherence and harmonization of approaches.

161. At the global level, IOM strengthened its partnership with the World Health Organization (WHO) by jointly advocating for the implementation of the World Health Assembly Resolution on the Health of Migrants, which was adopted in 2008. Also, IOM was invited by UNAIDS to assist in preparing and implementing the Programme Coordination Board's thematic segment "People on the Move", which led to key recommendations to reduce HIV vulnerability for these populations. In 2009, the global handbook *Caring for Trafficked Persons: Guidance for Health Providers*, developed by IOM in partnership with the London School of Hygiene and Tropical Medicine and a broad group of multidisciplinary experts, was launched under UN.GIFT. IOM's global project on pandemic preparedness, mitigation and response for migrants, which is carried out in partnership with Member States, United Nations partners, non-governmental organizations and civil society members, implemented activities in Central America, South-East Asia, West Africa, East Africa, the Horn of Africa, North Africa and the Middle East.

162. At the regional level, in partnership with the WHO Regional Office for Africa, IOM organized the Migration Dialogue for Southern Africa on Promoting Health and Development: Migration Health in Southern Africa, which has given much-needed attention to the health needs of migrants in the southern African region. The IOM Regional Office for West and Central Africa signed a memorandum of understanding (MoU) with the West African Health Organization, a specialized agency of the Economic Community of West African States, which will lead to increased harmonized action on migrant health in West Africa. As part of the Assisting Migrants and Communities project, IOM supported the organization of the EU-Level Consultation on Migration Health – "Better Health for All", under the auspices of the Portuguese Government, gathering over 130 participants and experts from Europe. IOM facilitated a South–South knowledge exchange visit for Ministry of Health officials from South Africa and Kenya to visit Thailand to assess and learn from the Government of Thailand's approach to migrant-friendly health services.

163. At the national level, IOM continued to work with ministries of health and other national counterparts to ensure that migrant health is addressed in national policies and practices. For example, in 2009, IOM signed MoUs on migrant health with the Governments of Cambodia, the Lao People's Democratic Republic, Sri Lanka, Thailand and Viet Nam.

(Links to the IOM Strategy: activities 1, 2, 3, 5, 6 and 10)

V. MIGRATION POLICY AND RESEARCH

164. The Migration Policy and Research Department (MPR) manages and coordinates:

- IOM's principal migration policy forum and dialogue activities, notably through the International Dialogue on Migration (IDM).
- The development of activities and awareness-raising among internal and external stakeholders in the areas of migration, climate change and the environment.
- The development and dissemination to internal and external stakeholders of international migration policy strategies.
- The development, management and dissemination to internal and external stakeholders of IOM's research programmes and publications.

165. MPR aims to enhance IOM's capacity to assist governments in their efforts to monitor and manage migration flows and to implement sound migration policies and programmes.

A. International Dialogue on Migration

166. Consistent with the mandate contained in the IOM Constitution (Article 1(1)(e)) and in furtherance of activity 7 of the IOM Strategy, IDM provides a forum for IOM Member and Observer States, as well as international and non-governmental organizations (NGOs) and other partners, to share experiences and perspectives on contemporary migration matters with a view to identifying practical solutions and fostering greater cooperation.

167. In 2009, IDM was guided by the overarching theme (selected by the membership) of "Human rights and migration: Working together towards safe, dignified and secure migration". Two intersessional workshops were convened, each attended by around 200 participants from over 70 countries, and a high-level panel also took place at the IOM Council session.

168. IDM played a key role in developing and coordinating IOM's input to the Global Forum on Migration and Development (GFMD), hosted by Greece in November 2009, upon the request of the organizers and certain participating governments. IDM's input included the preparation of the background paper for one of the sessions.

169. IDM continued to support regional dialogues on migration in 2009, through assisting with the organization of the Global Meeting of Chairs and Secretariats of Regional Consultative Processes on Migration (RCPs), co-hosted by the Government of Thailand in June; enhancing the RCP section of the IOM website; and overseeing the production of an assessment of principal RCPs.

B. Migration and the Environment Focal Point

170. In furtherance of activities 6, 7 and 9 of the IOM Strategy, and their objective to support the growing needs of governments and other stakeholders to better monitor emerging migration policy issues, MPR worked to help close the knowledge gap and identify means to ensure proper policy and operational coherence and planning between migration and

environmental stakeholders. To this end, MPR engaged with a broad range of actors in the context of the Climate Change, Environment and Migration Alliance.

171. On the humanitarian side, in coordination with the Operations Support Department (OSD)/Emergency and Post-crisis Division (EPC), MPR took an active role within the Inter-Agency Standing Committee to incorporate climate change into the humanitarian agenda, and ensure that migration issues were integrated into the United Nations Framework Convention on Climate Change.

172. To promote internal programmatic coherence, identify effective practices and lessons learned and inform future project development in this area, in coordination with OSD/EPC, MPR developed a compendium of IOM's programmatic activities in the areas of migration, climate change and the environment around the world.

C. Strategic Policy and Planning Unit

173. Most Strategic Policy and Planning Unit (SPP) activities in 2009 focused on two cross-cutting themes: labour migration (activity 12 of the IOM Strategy); and maximizing the economic and social development impact of migration (activity 4 of the IOM Strategy). Key examples include the following:

- The development, in consultation with other IOM units, of IOM Policy Briefs on the impact of the global economic crisis on migrants and migration; migration, climate change and the environment; and reparation programmes.
- The presentation and dissemination of the fourth edition of IOM's flagship publication, *World Migration Report 2008: Managing Labour Mobility in the Evolving Global Economy* (published in November 2008), in various cities around the world, including Berlin, New Delhi, New York, Vienna and Warsaw.
- The advancement on the Handbook on Mainstreaming Migration into Development Planning for policymakers and practitioners, in collaboration with several Global Migration Group agencies. The concept and executive summary of the Handbook were presented at the GFMD in Athens in November 2009.
- The contribution of a chapter to the IOM publication *The MIDA Experience and Beyond: Operationalizing Migration for Development Across Regions*.
- The preparation of an IOM Council paper on "Irregular migration and mixed flows: IOM's approach" presenting IOM's policy approach and programmatic experience.

174. In support of activity 3 of the IOM Strategy, SPP provided expert advice and support to governments, intergovernmental organizations and NGOs. Key examples include the following:

- Collaboration with the European University Institute in Florence and the Ministry of Overseas Indian Affairs to examine labour mobility between India and the European Union (EU).

- The preparation of a paper on “Facilitating Regular Labour Migration to the EU: Partnerships between EU Member States and Third Countries of Origin” for the Swedish EU Presidency Conference on Labour Migration and its Development Potential in the Age of Mobility, held in Malmö, Sweden. SPP also contributed to the IOM/United Nations Institute for Training and Research Seminar on the Africa–EU Partnership on Migration, Mobility and Employment, held in Brussels.
- Training on labour migration given to Croatian government officials and other national stakeholders during a workshop organized in Zagreb with the Labour and Facilitated Migration Division under the EU-funded Capacity Building, Information and Awareness Raising towards Promoting Orderly Migration in the Western Balkans project. SPP also assisted with training in Bishkek and in Hammamet, Tunisia, to test new labour migration training modules developed jointly by IOM and the Organization for Security and Co-operation in Europe, and participated in a training session on mixed flows for government officials from Middle East and North African countries, organized in Prague by the EU Euromed project.

D. Research and Publications Division

Research Unit

175. Several new and ongoing areas of research activity were developed and continued in 2009. In addition, the Research Unit (RES) now has two regional research officers based in Cairo and Buenos Aires, and a third position will be established in Bangkok in 2010.

176. IOM is pioneering the development and implementation of national migration profiles in several parts of the world. As a policy tool of the European Commission’s Global Approach to Migration, migration profiles are intended to help governments gather and share critical migration-related data and analyse trends as a basis for the development of informed migration policies and migration-related assistance. The Migration in Western and Central Africa: National Profiles for Strategic Policy Development pilot project funded by the European Commission was a two-year research and capacity-building project, implemented by RES and the Mission with Regional Functions in Dakar. Several workshops were held, for example on data collection and analysis and mainstreaming migration into national development strategies. The project also produced a mapping study on migration questions in household surveys, a guide on enhancing migration data, 24 technical research papers on key policy issues in the ten target countries, and eight national technical working groups, which met regularly throughout the course of the project.

177. Migration profiles for the Black Sea region prepared in coordination with IOM Budapest in 2008 were published in 2009. Migration profiles were prepared and published for Argentina, Brazil, Colombia (publication forthcoming) and Ecuador.

178. In coordination with the relevant departments, RES began work on the next edition of IOM’s flagship publication, *World Migration Report 2010: The Future of Migration: Building Capacities for Change*. Eighteen background papers were commissioned and a workshop was held in Cairo in December 2009 to review the papers and refine the themes of the report.

179. IOM has taken the lead in conducting research on migration and the environment. In addition to the activities mentioned under the IDM section above, RES, together with the United Nations University Institute for Environment and Human Security, the Munich Re Foundation and the United Nations Environment Programme, organized the second Expert Workshop on Climate Change, Environment and Migration, held in Munich, Germany, in July 2009 and attended by 35 experts, to advance the research agenda.

180. As follow-up to the first Munich workshop, *Migration, Environment and Climate Change: Assessing the Evidence* was published in 2009 and distributed at the United Nations Climate Change Conference held in Copenhagen. The publication focuses on data collection and research methodology; the conceptualization of migration and the environment; natural disasters and environmental degradation; and policy and legal frameworks.

181. Migration and the financial crisis was also a thematic area of focus, including by surveying IOM Field Offices. Within the context of the creation in IOM Brussels of the Independent Network of Labour Migration and Integration Experts, funded by the European Commission's Directorate-General for Employment, Social Affairs and Equal Opportunities, RES prepared a study on the policy implications of the economic crisis for the 27 EU Member States (forthcoming publication). A seminar was organized by IOM Brussels in December 2009 to discuss preliminary findings with relevant stakeholders in the EU.

182. In partnership with the International Labour Organization, RES supported the implementation of the Capacity Building for Migration Management in China project, including the initiation of a publication on migration between China and Europe.

183. The RES-prepared project proposal for the Secretariat of the African, Caribbean and Pacific Group of States to establish a migration observatory for these States was accepted for funding in 2009. This is a research capacity-building project that will be implemented by IOM together with a consortium of 20 research institutions over a period of 57 months, with a budget of EUR 9.5 million.

184. RES conducted a study on behalf of the Migration Information and Management Centre (CIGEM) and the Ministry for Expatriate Malians and African Integration (MMEIA) of Mali which focused on analysis of migration policies and migration legal frameworks in Africa.

185. RES promoted gender-specific research with the publication of *Gender and Labour Migration in Asia*, based on a project coordinated among IOM Field Offices in Asia and sponsored by the IOM Working Group on Gender Issues and RES.

186. In addition to its own research projects, RES supported Field Missions by reviewing research project proposals and studies on a variety of topics, for example on labour migration, trafficking, migration and the environment, irregular migration, and migration and development.

Publications Unit

187. The Publications Catalogue for 2009 lists over 600 titles, reflecting the diversity of IOM activities in terms of subjects, geographical scope and purpose (see http://publications.iom.int/bookstore/free/PUB_Catalogue09.pdf). The Publications Unit

produced 49 books and reports in 2009, in addition to IOM flyers, cover designs, magazines and newsletters, and brochures and information sheets on a range of migration-related subjects.

188. The following titles were published in the International Migration Law Series: *Laws for Legal Immigration in the 27 EU Member States* (English and French); the *Glossary on Migration* (Greek and Turkish); and *Migration and the Right to Health: A Review of International Law* (English). The Spanish translation of the *Compendium of International Migration Law Instruments* was also published.

189. Country reports on HIV/AIDS were published mainly by Missions in Africa, as were reports on counter-trafficking, health and gender by IOM Missions worldwide.

190. The Online Bookstore was launched in May 2009. In the first eight months, 1,338 external customers ordered publications. Furthermore, many publications can be download free of charge. The Intranet was enhanced to allow IOM staff worldwide access to all IOM publications.

Library services

191. The library continued to register a marked increase in the demand for its services, in particular requests for subject-specific bibliographic research assistance and access to specialized materials. Electronic materials that are not freely accessible on the Internet were made available to IOM staff on a shared drive. The IOM library archives were visited by academic researchers studying the historical aspects of migration and the history of IOM.

192. The librarian presented the IOM library collection and services to the Labour and Facilitated Migration Division's Expert Meeting on Migration and Development: Consolidating IOM's Approach, held in April 2009. Positive feedback resulted in a higher number of assistance requests from IOM Field Missions.

(Links to the IOM Strategy: activities 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 and 12)

VI. INTERNATIONAL MIGRATION LAW AND LEGAL AFFAIRS

193. The activities of the International Migration Law and Legal Affairs Department are divided into Legal Affairs (LEG) functions and International Migration Law (IML) functions.

A. Legal Affairs

194. The regular tasks of LEG include providing advice on matters of a legal and constitutional nature, which includes giving information and keeping a record of the amendments to the IOM Constitution; preparing, negotiating and overseeing agreements on IOM privileges and immunities; providing advice on requirements for membership and observership; coordinating draft resolutions for the governing body sessions; preparing the statement of the Administration for staff appeal cases lodged to the Joint Administrative Review Board and/or the Administrative Tribunal of the International Labour Organization; conducting research and producing papers on the legal and policy aspects of IOM purposes and functions; preparing, negotiating and/or coordinating cooperation agreements, operational

agreements, contracts, and so on; reviewing, interpreting and providing advice on the Staff Regulations and Rules for Officials and Employees, at Headquarters and in the Field, including on issues related to social security, tax exemption, disciplinary actions, terminations of appointment, and reductions in force.

195. In 2009, LEG conducted the following activities:

- **Agreements:** LEG coordinates all agreements entered into by IOM. During 2009, LEG finalized, inter alia, cooperation agreements with the United Nations Institute for Training and Research (UNITAR), the United Nations Alliance of Civilizations, the Food and Agriculture Organization of the United Nations, the United Nations Environment Programme and the Universal Postal Union.¹⁴ The final draft of a framework agreement with the European Commission on a standard contribution agreement has been agreed at the working level and is expected to be signed in early 2010. Furthermore, status agreements were signed with the Bahamas, Chad, Colombia, Djibouti, Guyana and Iraq in 2009.
- **Staff Regulations and Rules:** LEG is involved in the process of preparing a revised set of staff regulations, in coordination with the Human Resources Management Division and the Staff Association Committee.
- **Staff disputes:** During 2009, three appeals were lodged to the IOM Joint Administrative Review Board and one complaint was filed with the Administrative Tribunal of the International Labour Organization.
- **Election of the Deputy Director General:** LEG was actively involved in the organization of the election of the IOM Deputy Director General.
- **Policy documents:** LEG issued and/or coordinated a number of IOM policy documents throughout 2009, relevant to the functioning of various departments. Of particular note, LEG was responsible for the IOM Data Protection Principles, which were released in 2008, and has been involved in a number of related staff training sessions in various regions.
- **Amendments to the IOM Constitution:** LEG continued to promote ratification of amendments to the Constitution.
- **Income tax status of IOM staff members:** During 2009, LEG, the Department of Resources Management and the Human Resources Management Division cooperated in a project to review the taxation status of IOM staff in all IOM Missions.

B. International Migration Law

196. IML is the organizational focal point for the achievement of activity 2 of the IOM Strategy: “To enhance the humane and orderly management of migration and the effective respect for the human rights of migrants in accordance with international law”. This is achieved, inter alia, through providing training and capacity-building for Member States on

¹⁴ The Universal Postal Union agreement is still to be signed.

international migration law, contributing to the development of legislative and administrative structures to manage migration which respect the human rights of migrants, collating international migration law instruments and undertaking research on international migration law issues. Promoting the respect for human rights throughout IOM activities is relevant to all 12 activities of the IOM Strategy.

197. During 2009, IML conducted the following activities as distinct project activities or as contributions to other IOM projects.

- **Training and capacity-building**

198. In September 2009, in coordination with the International Institute of Humanitarian Law, IML conducted its fifth annual Course on International Migration Law in San Remo for a total of 54 government officials, international organizations and members of civil society. The Department also conducted a round-table discussion on the topic of “Responding to migration challenges in West and northern Africa”, also in cooperation with the Institute. This activity was held in Dakar on 8 and 9 December 2009 for a total of 27 government officials and members of civil society from Africa and Europe.

199. IML training for government officials was conducted in Djibouti, Egypt, Indonesia, Niger and Viet Nam, involving over 200 participants. A training session for diplomats at the United Nations in New York, in conjunction with UNITAR, was conducted involving over 40 participants. IML also contributed to different activities organized by Field Missions, such as the Summer School on Migration Studies in Prague and the Regional Conference on Refugee Protection and International Migration in the Americas – Protection Considerations in the Context of Mixed Migration, held in San José. Lastly, four IML training sessions for IOM staff were conducted in Bangkok, Cairo, Italy and Jakarta, targeting a total of 80 staff members.

200. In 2009, IML responded to various requests to review national migration legislation and provided legal expertise or advice.

- **The International Migration Law Database**

201. The International Migration Law Database draws together relevant instruments regulating migration at the international, regional and national levels. Work on the database is ongoing. By the end of 2009, the database contained close to 2,270 legal texts in various languages, and has approximately 3,000 visitors per month. Efforts to explore cooperation with external counterparts are under way, in order to link the database with other frequently visited websites in the migration field.

- **Research and publications**

202. In 2009, IML collaborated with the Return Management and Counter-trafficking Division on a study entitled “The right to residency for victims of trafficking”, funded by the Swiss Government. The study involves an assessment of national, European and international law on the right to residency for victims, and their practical application.

203. IML finalized the implementation of the legal component of the Assistance to the Government of the Russian Federation in Establishing a Legal and Administrative Framework

for the Implementation and Development of Readmission Agreements Programme, funded by the European Commission, involving two IML training sessions for approximately 30 government officials, and participation in technical workshops. Additionally, IML finalized the *Manual on Readmission*, compiling the relevant provisions of international law, international experience on readmission agreements, and the implementation of such agreements.

204. IOM conducted a study for the Government of Georgia concerning the management of labour migration of Georgian nationals. The aim of the research was to provide the Georgian Government with examples of state regulatory mechanisms concerning outward labour migration, which could be useful in the development of Georgia's migration management system.

205. In December 2009, IML commenced a study for the European Commission entitled "Inventory of admission and residence procedures for unskilled and low-skilled third-country nationals to enter the labour markets of all 27 Member States".

206. In 2009, the following titles were published in the International Migration Law Series: *Laws for Legal Immigration in the 27 EU Member States* (English and French); the *Glossary on Migration* (Greek and Turkish); and *Migration and the Right to Health: A Review of International Law* (English).

207. In addition to the activities outlined above, the Department continues to be the focal point for the human rights of migrants and other international law issues pertaining to the Organization. It represents the Organization at meetings of the Committee on the Protection of the Rights of All Migrant Workers and Members of their Families and the International Steering Committee for the Campaign for Ratification of the Migrants Rights Convention. The Department also cooperates with the Special Rapporteur on the human rights of migrants, the Special Rapporteur on the right to education and the Special Rapporteur on the right of everyone to the enjoyment of the highest attainable standard of physical and mental health. It is also the Organization's focal point for rescue at sea issues, and the legal aspects relevant to internally displaced persons. IML also participates, together with the Migration Policy and Research Department and the Emergency and Post-crisis Division, in the Inter-Agency Standing Committee informal working group on migration, displacement and climate change.

(Links to the IOM Strategy: activities 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 and 12)

VII. REPARATION PROGRAMMES

208. In 2009, the IOM Reparation Programmes Unit continued to provide expert advice, technical assistance and training to national and international reparation and claims mechanisms. The Unit supports mechanisms that have been established to deal with land and property issues and to provide restitution, compensation or other forms of reparation to victims of conflicts and victims of large-scale human rights violations, including internally displaced persons and members of the diaspora. These activities enhanced the capacities of national transitional justice mechanisms and helped to improve the living conditions of victims of conflict and internally displaced persons. The Reparation Programmes Unit also participated in relevant clusters and cluster working groups in Geneva and contributed to

publications in this activity area. At the end of 2009, the Reparation Programmes Unit counted nine staff members, more than half of them women.

Iraq

209. IOM continued to provide technical assistance to the Commission for the Resolution of Real Property Disputes (CRRPD). IOM provides legal and claims-processing training to senior staff of the CRRPD, and carries out capacity-building activities for the Commission's IT staff to enable them to maintain and manage the CRRPD claims database. Workshops held with CRRPD judges and members of the Appellate Committee addressed questions of consistency in the Commission's jurisprudence and issues of implementation. IOM also worked with CRRPD staff and Iraqi decision makers on identifying ways to further expedite the resolution of the land and property claims pending before the CRRPD.

210. The Reparation Programmes Unit also provided technical assistance to the United Nations Assistance Mission for Iraq (UNAMI) in respect of displacement- and return-related land and property issues in the Kirkuk Province. Following consultations with a wide range of stakeholders, including national and local political actors, religious and tribal leaders, civil society actors, displaced persons and returnees, and relevant local administrators, IOM drafted an extensive report with recommendations on how land and property issues in Kirkuk could be resolved. This report was subsequently adopted by the Kirkuk Provincial Council, and a UNAMI-sponsored political process was established to commence the implementation of the report's recommendations. At the request of UNAMI, IOM continues to provide expert advice for this process.

Sierra Leone

211. With the IOM Country Office in Freetown acting as the recipient agency of a USD 3 million grant from the United Nations Peacebuilding Fund (PBF) for the Sierra Leone Reparations Programme (SLRP) for 2009, the Reparation Programmes Unit provided technical assistance to and carried out capacity-building activities for the SLRP in order to support the establishment of structures and processes for the fair and effective distribution of the PBF grant throughout the year. This assistance ranged from advice on adequate organizational structures for the SLRP, to assistance in the implementation of secure payment processes for the distribution of reparation benefits. It also included training for SLRP staff, the development of an SLRP database, and the provision of assistance to help SLRP efforts to manage the large caseload and meet the programme objectives as determined by the PBF. The Organization also worked towards the successful establishment of confidential processes for the particularly vulnerable group of victims of sexual violence, and actively supported the SLRP in its strategizing and fund-raising efforts to make the Programme sustainable in 2010 and beyond.

Timor-Leste

212. The Reparation Programmes Unit collaborated with the IOM Mission in Timor-Leste to provide technical assistance to the Government in respect of the national recovery strategy to end internal displacement in the country. Experts from the Unit, together with the Country Office staff, assisted the Government with the development of fair and transparent procedures and processes under the cash-based assistance programme for internally displaced persons. The Unit also participated in the preparation of a new transitional land and property law for

Timor-Leste, especially by providing input on how to secure access and tenure for the most vulnerable populations in the country's capital city, Dili.

Colombia

213. The Reparation Programmes Unit provided advice to IOM Colombia and the National Reparation and Reconciliation Commission on ways to enhance and expedite the Administrative Reparations Programme established by the Government, while at the same time maintaining a fair and transparent process. The Unit also participated in the development of a project to compare the Colombian programme with other national and international experiences.

Roma Humanitarian Assistance Project

214. IOM continued the implementation of Roma Humanitarian Assistance Project in Serbia and the former Yugoslav Republic of Macedonia. In cooperation with other departments and Field Missions, the Reparation Programmes Unit also worked on policy and project development concerning migration, awareness-raising and capacity-building with respect to Roma-related issues. A member of the Unit presented IOM's work in this area at the Holocaust Era Assets Conference, held in Prague in June 2009, including guidelines and best practices for the restitution of and compensation for seized property. The Conference also addressed the topic of the welfare of Holocaust survivors.

(Links to the IOM Strategy: activities 3, 9 and 10)

VIII. EXTERNAL RELATIONS

215. One of the major functions of the External Relations Department (ERD) is to support the Organization's overall dealings with Member, Observer and other States. In 2009, in addition to its regular inputs for governing body sessions, ERD continued to play an active role in informal consultations in support of the Standing Committee on Programmes and Finance and the International Dialogue on Migration, working closely with the Council Bureau and delegations. Following the election of the new Deputy Director General in June 2009, ERD provided substantial support to the Office of the Director General with respect to governing body issues and external relations.

216. In 2009, both the Director of ERD and the Regional Advisers continued their efforts to address Member States' requests for regular and transparent dialogue between the Administration and the membership. Frequent briefings for formally constituted regional groups and informal gatherings of Member States, as well as outreach to new counterparts at Permanent Missions in Geneva, were pursued through the year. Several briefings were also organized to regularly update Member States on the structural review process, in support of the Director General's management reforms. The annual introductory briefing for newly arrived Permanent Mission staff from Member and Observer States, which ERD arranges every year in early September, also continued in 2009. Feedback on IOM events from a range of stakeholders was sought throughout the year with a view to improving the form and content of the Administration's interaction with the membership.

217. Providing and/or arranging briefings on IOM for outside stakeholders, including research institutions and non-governmental organizations (NGOs), continued to be a major function of the Department, as did representing IOM at meetings and conferences in Geneva and elsewhere.

218. The Department again took the lead in preparing the Organization's annual calendar of formal and informal IOM meetings, which was circulated internally and to Member States and partner organizations in January 2009 as a forward planning tool. ERD also continued to provide region/country-specific briefings to visiting governmental and non-governmental delegations throughout the year upon request. With regard to external meetings, ERD coordinated IOM's overall participation in international and regional meetings and conferences, of which there were invitations to nearly 700 in 2009. ERD continued to give priority to increasing meetings coverage by Field colleagues.

219. For the fourth consecutive year, the Director of ERD led the multidisciplinary team of Headquarters and Field colleagues tasked with planning and delivering IOM support for the Global Forum on Migration and Development (GFMD). The IOM team's role involved providing technical support to governments and IOM Missions in preparing institutional positions related to the themes selected for GFMD 2009. An integral part of the task, as in previous years, was the ERD regular global reporting system for Headquarters and Field Missions. This was designed to keep colleagues fully informed of developments related to the GFMD process and enable them to address governments' requests for information and/or technical support in an appropriate and timely manner.

220. The Regional Advisers also continued their efforts to develop cooperation and joint activities with relevant regional organizations, such as the African Union, the Organization of American States, the Arab Labor Organization, the Organization of the Islamic Conference, regional economic and social commissions and regional development banks. The Regional Advisers also played a major role in following up with regional experts and institutions in planning the International Dialogue on Migration and its intersessional workshops. They continued to regularly advise and provide regional support to colleagues at Headquarters and in the Field on various matters. Furthermore, the Regional Advisers and the Donor Relations Division (DRD) worked closely with the relevant departments and technical service areas in the revision of projects, including flash appeals at times of emergency, for which funding from traditional and non-traditional donors was sought.

221. The Regional Advisers contributed to strengthening migration policy dialogues and cooperative mechanisms at the regional, subregional and international levels, notably by either participating in or coordinating inputs for meetings, workshops and conferences of the major regional consultative processes. They also assisted IOM Missions in their regions with technical advice on a broad spectrum of migration-related matters and engaged in drawing on lessons learned from across the regions.

222. ERD is also responsible for overseeing and developing institutional relations with other international organizations and NGOs, including with new partners. During 2009, the Director of the Department continued to work with teams of colleagues to engage in a regular policy dialogue with the European Commission and to pursue IOM's active participation in the United Nations Inter-Agency Standing Committee (IASC). This cooperation was further strengthened in 2009 as a result of IOM's formal role as lead of the Camp Coordination/Camp

Management Cluster in natural disaster situations. As the NGO focal point, in 2009 the Director also continued to work with NGO partners to strengthen their dialogue with IOM.

223. The Office of the Permanent Observer to the United Nations in New York, working in coordination with ERD, remained closely engaged in all areas of United Nations work related to international migration. This entailed liaison with the United Nations Secretariat and participation in intergovernmental discussions and debates in the General Assembly and its main committees, the United Nations Economic and Social Council (ECOSOC) and its functional commissions, other subsidiary bodies and numerous United Nations meetings.

224. The Office of the Permanent Observer contributed to the political, social, economic and humanitarian debate and actions on migration and related issues. The Office prepared and delivered some 15 formal statements in relevant bodies of the General Assembly and in the functional commissions. In addition, following the United Nations Conference on the World Financial and Economic Crisis and Its Impact on Development, the Office collaborated with the General Assembly in the organization of various follow-up meetings and expert discussions in selected areas, such as the Economic and Financial Committee thematic discussion on the impact of the financial crisis on employment, migration, trade and external debt. During the ECOSOC High-level Segment held between 6 and 9 July 2009, the Office co-organized, with the World Health Organization and the Office of the Special Adviser to the Secretary-General on Gender Issues and Advancement of Women, a ministerial round-table breakfast on the theme of “Promoting migrant women health needs to achieve the Millennium Development Goals: the case of violence against women and girls”. In April 2009, IOM joined the Sierra Leone country configuration of the Peacebuilding Commission and since then has been actively participating in its discussions.

225. Additionally, six thematic workshops – including a course on international migration law – were organized by IOM in 2009 principally for the United Nations diplomatic community in New York, in cooperation with the United Nations Institute for Training and Research (UNITAR), the United Nations Population Fund and the MacArthur Foundation. This migration and development series is now in its fifth year. The topics covered in 2009 included health-care workers migration and brain drain; migration and development goals; the role of the diaspora in peace-building; and migration and the economic crisis. The focus of these workshops was on practical approaches to continuing education and dialogue in the field of migration and development. For the first time, the course was expanded beyond New York, with an event being held in Brussels. In view of the increasing cooperation between IOM and UNITAR, a memorandum of understanding (MoU) was concluded in May 2009.

226. In 2009, the Office embarked upon intensive collaboration with the United Nations Alliance of Civilizations (UNAOC) in organizing joint events at the second Forum of the Alliance of Civilizations held in Istanbul in April, concluding an MoU and a plan of action between UNAOC and IOM, co-hosting the high-level round table event “Inter-Ethnic City: Management and Policies for a Better Integration of Migrants”, and promoting joint projects such as PLURAL+, a youth video festival. Launched during the second Forum, PLURAL+ called on young people worldwide to communicate and participate in current important social debates concerning globalization, cross-cultural dialogue and diversity. An award ceremony was held on 18 December 2009 in conjunction with International Migrants Day.

227. An ongoing responsibility of the Office was to maintain active liaison with the United Nations Secretariat in order to provide information about IOM's policies and activities and to furnish advice on substantive matters related to the Organization's fields of expertise. It participated actively in IOM's efforts to track such emerging issues as migration, the environment and climate change, the debate on enhanced inter-agency collaboration on trafficking, and the migration and development discussions leading to the convening of the second United Nations High-level Dialogue on International Migration and Development in 2013. With regard to climate change, a number of related initiatives have been promoted by the United Nations Secretariat and the Chief Executive Board for Coordination, and the issue has also become relevant to the international humanitarian system in the context of emergency response and the negotiations of the United Nations Climate Change Conference held in Copenhagen. These developments called for IOM's enhanced involvement at the organizational and policy levels. For instance, in September 2009, jointly with the United Nations University, IOM organized the event Climate Change and Human Migration in cooperation with members of the Climate Change, Environment and Migration Alliance.

228. The Office served as a liaison with the United Nations Secretariat and various United Nations agencies, funds and programmes by providing information on, advocating for and coordinating the delivery of IOM's expertise, technical cooperation and services. For instance, the Office continued its close partnership with the United Nations Office of the High Representative of the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States on the preparation of the fourth United Nations Conference on Least Developed Countries, to be held in Istanbul in 2011, and with the Peacebuilding Support Office for the preparation of the Report of the Secretary-General on peacebuilding in the immediate aftermath of conflict.

229. The Office also continued to represent IOM at various working groups set up by the United Nations Development Group and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), and advised IOM Field Offices on inter-agency coordination and development cooperation issues of relevance to IOM, for example the "Delivering as One" pilots recommended by the High-level Panel on UN System-wide Coherence and a number of related initiatives directed at reducing duplication and enhancing collaboration. IOM expanded its access to joint programming modalities and to pooled funding mechanisms as developed under the "One UN" approach and the follow-up multi-donor trust fund mechanisms, such as the United Nations Development Programme (UNDP)/Spain MDG Achievement Fund, the United Nations Peacebuilding Fund and others. Overall, IOM has managed to conclude agreements allowing the Organization's access to and eligibility for the most relevant United Nations funding sources.

230. Concerning IOM participation in IASC and the coordination of humanitarian activities in general, one of the main functions of the Office was to interact and coordinate with the United Nations Secretariat and the various funds and programmes, including for humanitarian response. Such activities include, inter alia, information on implementing the Cluster Approach, flash appeals and the United Nations Central Emergency Response Fund (UN-CERF) funding. This required regular contact with the CERF Secretariat within OCHA–New York on IOM grants submissions, in support of the efforts of DRD at Headquarters and IOM Missions to obtain funding.

A. Donor Relations Division

231. In 2009, DRD continued to serve as the institutional focal point for liaison with donors, ensuring accountability and coordination. This entailed the organization of bilateral meetings, donor briefings and donor visits, in addition to regularly responding to donor queries on a wide range of issues.

232. DRD provided Field and Headquarters staff with technical support and guidance on resource mobilization and donor relations through the coordination of appeals, the creation of support tools and the regular review of donor reports. By analysing data on donor contributions, DRD created a number of resources on donor trends and profiles to support the efforts of Field and Headquarters colleagues. These activities aimed to ensure high standards, facilitate the efficient flow of information and promote close adherence to terms of contracts with donors.

233. In 2009, DRD supported IOM's participation in the OCHA-led inter-agency planning and response measures for complex emergencies and humanitarian assistance. IOM participated in nine regional and country inter-agency consolidated appeals. Funding was also received for several emergency and inter-agency flash appeals. For both consolidated appeals and flash appeals, DRD coordinated between Field colleagues and OCHA in Geneva and then submitted finalized appeals to donors. Additionally, DRD participated in the monthly sessions of the IASC Sub-working Group on the Consolidated Appeals Process (CAP) and OCHA donor briefings, disseminating this information to the Field Missions. The Organization received about USD 120 million for CAPs and flash appeals in 2009. Since the establishment of UN-CERF in early 2006, IOM has also received a total of USD 54.6 million to provide emergency assistance in countries facing a crisis.

234. In 2009, DRD continued to focus on the Organization's partners and donor community, reviewing and jointly exploring programmes of strategic interest. A variety of different channels and contacts were used to achieve optimal results. In particular, DRD worked with the Field to coordinate a global IOM response to the call made by the Spanish Agency for International Development Cooperation (AECID) in 2009 for proposals, which resulted in the submission of 15 IOM proposals.

235. IOM also successfully accessed a range of multi-donor trust funds, such as the Central Fund for Influenza Action, the UNDP/Spain MDG Achievement Fund, the United Nations Peacebuilding Fund and "One UN" funds.

236. One of DRD's principal outputs is *Migration Initiatives*, IOM's annual appeal document that presents the proposed programming of all IOM Missions worldwide for which funding is required. *Migration Initiatives* is a comprehensive yearly planning and resource mobilization tool, which maps out IOM's proposed responses to major migration challenges and provides a detailed overview of IOM funding needs on a regional and country basis. Total funding requested for 2009 was USD 869 million. Once published, *Migration Initiatives* is distributed widely among Member States, other governments and private sector actors. Additionally, DRD produced focused resource mobilization documents, such as the *IOM CAP Compendium* and the *Compendium of IOM Counter-Trafficking Projects*, which addressed specific sectors.

237. The section on donor relations and resource mobilization on the IOM Intranet is regularly updated to provide colleagues with information on donor trends, funding mechanisms, guidelines, and so on. The site also includes profiles of traditional IOM donors and donor funding histories, as well as new tools and guidelines for private sector liaison.

238. Throughout the year, DRD continued to work with Headquarters and Field colleagues to ensure the quality and relevance of field-based donor reporting on projects funded by donors. Each report is carefully reviewed to ensure high standards of quality and adherence to contractual obligations. In 2009, DRD also began a review of the *Donor Reporting Manual* to continue improving IOM's reporting standards and include feedback from both internal users and external interlocutors.

B. Meetings Secretariat

239. The Meetings Secretariat (MGS) continued to plan and organize governing body meetings and informal consultations with government representatives. MGS was responsible for all logistical arrangements required to ensure the smooth running of these meetings and for the production of all meeting documents. This involved liaison with all parties concerned and the editing, formatting, finalization and distribution of all documents and their prompt publication on the IOM governing bodies website. In 2009, the number of meetings convened remained steady, with a total of five governing body meetings and nine informal consultations. MGS further acted as the focal point for IOM Member and Observer States regarding meetings and documents and provided advice and support for two intersessional workshops on topics selected under the International Dialogue on Migration.

C. Translation Services

240. Translation Services handled the translation of all official documents and publications in the three IOM official working languages, and other languages as required. During 2009, the total number of words translated into French was 887,071 (compared with 631,039 in 2008, or up by 39%) and into Spanish 998,685 (compared with 799,165 in 2008, or up by 25%). The total for other languages, including English, stood at 13,502 words. One of the main challenges in 2009 was the translation into French and Spanish of the IOM flagship publication the *World Migration Report*.

IX. RESOURCES MANAGEMENT

241. The Department of Resources Management (DRM) is responsible for establishing and implementing policies to ensure sound financial and personnel management and planning; coordinating financial and human resources proposals and policies and their dissemination to internal and external stakeholders; and assisting the Director General in making overall management decisions. In 2009, DRM advised both internal and external partners on various aspects of the Organization's resources management policies, proposals and challenges. Regular consultations and coordination with Members States and donors were carried out on a number of financial and administrative matters.

242. In order to ensure that human and financial resources are utilized in an economic, effective and efficient manner, DRM continued to place emphasis on improving internal

control performance measures in Field Offices and administrative centres, and ensuring that operating procedures assured internal controls.

243. DRM actively participated in the structural review process that resulted in the adoption of the review of the organizational structure by the Council in November 2009.

244. DRM was involved in the selection process for the next External Auditor for 2010 to 2012. The process included: (a) defining the scope of the audit work required and sending correspondence to the different Permanent Missions; (b) evaluating technical proposals submitted by national audit offices; and (c) processing and reproducing documentation to be used by the Council in reaching a decision on the appointment.

245. The Accounting Division (ACO) continued its work towards adopting the International Public Sector Accounting Standards together with United Nations organizations for the purpose of preparing the annual financial reports.

246. In 2009, the Central Accounting Support Unit was established in Manila to assist ACO in analysing and reporting financial data to further strengthen internal controls aimed at ensuring the reliability of financial data and accountability of IOM's assets in PRISM.

247. Projects mostly funded by the European Commission requiring co-funding continued to be a challenge in 2009. The Co-funding Review Group met regularly to manage the Organization's co-funding exposures.

248. The Budget Division (BUD) prepared several documents on budgetary matters to facilitate discussions with Member States.

249. Two scenarios, one representing an increase of 2.55 per cent and the other an increase of 25.74 per cent, were presented under the Administrative Part of the Programme and Budget for 2010. Notwithstanding, the Council approved an increase of only 1.5 per cent and requested the Administration to engage in dialogue with Member States on budget reform with a view to finding solutions to address the funding of the core structure.

250. Discussions on the sources and application of Discretionary Income continued during 2009, resulting in the establishment of a Discretionary Income projection and reserve mechanism. This mechanism establishes the level of Discretionary Income based on a three-year average, and was applied when preparing the 2010 Programme and Budget.

251. BUD supported the work of the Structure Review Team by providing budgetary information and cost analysis. BUD also provided technical assistance to the Team in reviewing and submitting recommendations to the Director General on the allocation of core funds from the Administrative Part of the Budget and Discretionary Income.

252. In order to standardize requests and to facilitate decisions by the Director General for additional Discretionary Income after the yearly programme and budget has been approved, a request form was developed to ensure that criteria and review requests were applied consistently, based on comparable data.

253. The development of PRISM IP (planning and budget module) was completed during 2009, and a pilot roll-out was tested by one Field Office in preparing the 2010 Programme

and Budget. All Missions have been requested to update their budget data in PRISM, and it is foreseen that this module will be gradually rolled out to all Missions.

254. The Treasury Division (TSY) continued to exercise responsibilities over cash management and investment of the Organization's funds. TSY oversaw and executed the receipt and disbursement of funds and managed the Organization's foreign exchange exposures. Operations were shared between the Manila Treasury Services Unit and Headquarters using web-based banking platforms. In 2009, TSY was involved in ensuring that currency risks are safeguarded against through the hedging and maximization of return on investment.

255. The Staff Travel Coordination Unit continued to plan, coordinate, strengthen and exercise control over expenditures for long-distance and entitlement travel and to provide support and guidance to Missions worldwide in resolving travel-oriented questions. Over 2,500 staff movements were handled during 2009, of which almost 1,500 were economy class tickets (including Internet ticket arrangements) purchased for travel from Geneva, and 370 visas were issued to multiple destinations. Support was also provided to incoming staff at Headquarters by making cost-effective accommodation arrangements for them in hotels and short-let studios.

256. The Common Services Division (COS) provides administrative and other support services arrangements, which include the maintenance of the Headquarters building, coordination of office space, removal of equipment, and assessing and making recommendations on the effectiveness of existing services. In 2009, COS undertook the following: (a) identified office space and made arrangements to accommodate new staff and consultants at Headquarters; (b) provided the daily management of the Headquarters building and the identity access control system; (c) participated in a United Nations Department of Safety and Security working group meeting to address new challenges for the security of staff based in Geneva; (d) processed the payment requests of all Headquarters departments in the PRISM procurement module; (e) received and delivered internal and external mail at Headquarters and mail to worldwide locations; and (f) printed all documentation for IOM consultations with Member States and governing body meetings.

A. Financial highlights

257. Combined total expenditure for the administrative and operational programmes once again exceeded USD 1 billion in 2009, representing an increase of 1.4 per cent over 2008.

| Expenditure | 2009 USD million | 2008 USD million |
|---------------------------------------|-----------------------------|-----------------------------|
| Administrative programme | 36.0 | 34.8 |
| Operational programmes | 991.3 | 978.2 |
| Total expenditure for the year | 1 027.3 | 1 013.0 |

258. Two new Member States joined IOM in 2009, bringing the total membership from 125 in 2008 to 127 at 31 December 2009. Over 700 new projects were started (600 in 2008), bringing the number of active operational projects in 2009 to over 2,300 (2,000 in 2008). Some 7,000 staff were deployed, primarily to 440 Field locations throughout the world.

Administrative programme

259. The administrative programme remains a very small part of total expenditure, accounting for only 3.5 per cent of consolidated expenditure for 2009.

260. At 31 December 2009, total outstanding assessed contributions amounted to CHF 7,297,165 (2008: CHF 7,059,777). Of this balance, 11 Member States concluded repayment plans and account for CHF 2,397,034 of the total amount outstanding. A limited number of Member States account for the remaining overdue amount.

261. The approved budget for the 2009 administrative programme was CHF 38,806,000 (2008: CHF 38,045,000). Expenditure for 2009 was CHF 38,788,421 (2008: CHF 37,789,321), resulting in an over-expenditure of CHF 88,939. This amount takes into consideration new Member State contributions (CHF 6,967), the CHF 4,440 carried forward from 2008 and the increase in the provision for doubtful receivables, mentioned in the previous paragraph.

Operational programmes

262. Total expenditure increased by USD 13.1 million from USD 978.2 million in 2008 to USD 991.3 million in 2009, being a small increase of 1.3 per cent overall. The biggest increases occurred in the areas of regulating migration and migration and development. These were partially offset by reductions in movement, emergency and post-crisis migration management (primarily in Latin America), and reparation programmes in Europe.

263. The Field locations with the highest levels of expenditure were Afghanistan, Colombia, Haiti, Indonesia, Iraq, Kenya, Nepal, Pakistan, Peru, Sudan, Thailand and the United Kingdom, all with expenditures exceeding USD 25 million.

264. The operational programmes ended in 2009 as follows:

- a carry-forward from the staff security mechanism of USD 6,213,121 (2008: USD 5,693,277);
- an increase to the Discretionary Income reserve of USD 1,009,280 (2008: USD 101,462).

265. Discretionary Income is composed of project-related overhead and miscellaneous income (unearmarked contributions from governments and net interest and other income). It is used to cover core structures and other priority needs of the Organization which are not covered by the Administrative Part of the Budget.

266. Discretionary Income, excluding staff security, amounted to USD 37.1 million (2008: USD 38.7 million), while staff security-related overhead amounted to USD 7.2 million (2008: USD 7.1 million), bringing the total Discretionary Income during 2009 to USD 44.3 million (2008: USD 45.8 million). Discretionary Income was more than the USD 41 million anticipated in the Summary update on the Programme and Budget for 2009 (MC/2280), owing primarily to the higher than expected project- and security-related overhead that was generated.

B. Human Resources Management Division

267. The Human Resources Management Division (HRM) continues to ensure that the most valuable resources of the Organization – its personnel – are positioned appropriately within IOM and given the opportunity to develop themselves professionally.

Human resources policy

268. The “Welcome to IOM Package” was developed in early 2009 and not only provides newly recruited staff an overview of the Organization’s working environment, but also introduces them to the Organization and some of the key people with whom they will interact within the course of their duties.

269. The policy on sick leave administration was issued in 2009 and, by the end of the year, the policy on internal controls related to payroll process was finalized for issuance in 2010.

270. HRM undertook a review of the Staff Regulations and Rules for Officials, Headquarters Employees and Field Employees and related categories with the aim of creating a single set of Staff Regulations and Rules for all categories of staff. The goal of this exercise is to establish a common ground for entitlements and create a set of regulations and rules that will facilitate the administration of staff worldwide. The revised Staff Regulations should be presented to the governing bodies in 2010.

Staffing trends

271. Staff numbers increased in 2009 in line with the global expansion of IOM operations and activities. The Organization employed a total of 7,258 Officials and General Service staff, an increase of 1.84 per cent as compared to the previous year.¹⁵

272. In 2009, HRM issued the following vacancy notices:

- 75 vacancy notices for Officials;¹⁶
- 5 vacancy notices for General Service staff at Headquarters;¹⁷
- 32 short-term vacancy notices for Officials;¹⁸
- 1 short-term vacancy notice for General Service staff at Headquarters.¹⁹

273. A total of 3,449 applications were received in response to vacancy notices in 2009, and 2,392 responses to short-term vacancy notices. Substantial recruitment and deployment of staff continued for programmes in post-crisis missions such as in Afghanistan, Kenya, Pakistan, Sri Lanka, Sudan and Zimbabwe.

¹⁵ Refer to Tables 1 and 3 at the end of this section.

¹⁶ Fifty-five were open to internal and non-represented Member States candidates, and twenty to internal and external candidates.

¹⁷ Four were open to internal and non-represented Member States candidates, and one to internal and external candidates.

¹⁸ Sixteen were open to internal and non-represented Member States candidates, and sixteen to internal and external candidates.

¹⁹ Open to internal and external candidates.

Associate Experts and secondments

274. In 2009, seven new Associate Experts joined the Organization²⁰ funded by Austria, Denmark, Italy, Sweden and the United States. A new Associate Expert agreement was signed between IOM and the Norwegian Ministry of Foreign Affairs in June 2009. In addition, IOM benefited from 19 secondments from SYNI,²¹ 12 at Headquarters in Geneva and 7 in IOM Field Missions in Hungary, the Republic of Moldova and Serbia. IOM also benefited from secondments from the Norwegian Red Cross and the Danish Refugee Council.

Personnel Administration and Payroll Units

275. HRM Manila staff from the Personnel Administration and Payroll Units travelled to IOM Country Offices and sub-offices to offer human resources management support in the Field. This support included missions in Myanmar, Sudan and Thailand.

HRM exchange programme

276. HRM piloted an exchange programme for human resources staff aimed at building the knowledge of human resources management in the field of best practices and their dissemination. The programme involves assigning a HRM staff member from a Field Mission to Geneva, Manila or Panama and vice versa. The experience proved extremely positive and more exchanges are being planned.

Insurance administration and occupational health

277. During 2009, the Medical Service Plan was rolled out to all Missions worldwide, with 25 new Missions joining (2,304 participants). A total of 108 Missions are now enrolled, with a total of 5,967 participants (staff members plus eligible dependants). This resulted in an increase in premium collection within a year, yet stability in expenditure per participant.

278. Five new agreements were signed with a number of hospitals and IOM Field Missions (in Italy, Kenya, Pakistan, the Philippines and the United Republic of Tanzania) to facilitate hospital admission procedures and improve the cost-effectiveness of health services.

279. The Health and Insurance Medical Unit teams in Manila and Panama processed approximately 3,500 pre-employment, exit, periodic and drivers' medical examinations. The number of periodic medical examinations was significantly higher than previous years because the Medical Services Plan became mandatory for all local employees, thus improving early detection of illnesses.

280. The Occupational Health Unit (OHU) provided timely information on the Influenza A pandemic and supported Missions by facilitating access to medical stockpiles and vaccines in close coordination with the United Nations Medical Directors. OHU Medical Officers also travelled to various Missions, including the Democratic Republic of the Congo, Kenya, Myanmar, South Africa and Zimbabwe, to clarify various aspects of medical insurance, evaluate the local health facilities, support and provide quality control to the Health and

²⁰ Based in Addis Ababa, Bogota, Dar es Salaam, Geneva, Harare, San José and Tripoli.

²¹ SYNI is a non-profit-making, professional project carried out by Lausanne City Council which aims to offer professionals the possibility of participating in formative assignments in the field of international cooperation in Switzerland and abroad.

Insurance Medical Unit Centres in Manila and Panama, and attend various international meetings on insurance and occupational health standards.

Staff Development and Learning Unit

281. The Staff Development and Learning Unit (SDL) has worked on diversifying the Core Learning Programmes, starting with the design of a new advanced module for the Chiefs of Mission Programme to be launched in 2010. In 2009, SDL organized 12 sessions on the Core Learning Programmes. It also contributed to the organization of 100 learning events for the benefit of 1,226 IOM staff worldwide.

282. SDL has supported the Organization's efforts to further develop the Performance Development System and to design new tools for career development. In 2009, 1,163 IOM staff went through the Performance Development System cycle.

283. Phase II of the IOM Project Management Training Package was transferred to Field locations in order to facilitate staff access in the respective Missions, and to reduce travel costs. Thus, five sessions were carried out in 2009, in Brussels, Geneva, Manila, Nairobi and Panama.

284. A new programme was designed and launched in the first half of 2009 for all IOM staff, at all levels, on public speaking and presentation skills, to enable them to present the Organization in a professional manner. Similarly, the new Training of Trainers Programme was organized for IOM staff with a focus on project development. As a result, the pool of IOM project development trainers has grown to 20, and a number of these trainers have already delivered local project development training sessions.

285. SDL was instrumental in the organization of five regional meetings carried out by the Director General in 2009 with IOM Chiefs of Missions. SDL also facilitated the IOM staff satisfaction survey implemented at the beginning of the year.

Staff rotation

286. In 2009, the first large-scale rotation exercise took place at IOM, supported by a dedicated budget allocation. The Rotation Appointments and Postings Board, established for this purpose, convened a week-long session to prepare recommendations on transfers and the rotation process. The Board reviewed 79 cases and recommendations were made for 65 cases, 51 of which were specific rotation proposals. Of this number, 48 staff members were physically transferred in 2009.

287. The rotation exercise will take place on an annual basis. In order to facilitate the accompanying administrative process and record keeping, as well as to match up candidates and posts in future rotation processes, a programme was developed with the help of the Information Technology and Communications Department.

**Table 1: Officials by category/grade, location and gender
as at 31 December 2009**

| Category/Grade | Headquarters | | Field | | Total IOM Officials | | |
|----------------------|--------------|-----------|------------|------------|---------------------|------------|--------------|
| | F | M | F | M | F | M | Total |
| D-2 | | 2 | | | 0 | 2 | 2 |
| D-1 | 3 | 8 | 3 | 16 | 6 | 24 | 30 |
| P-5 | 9 | 14 | 6 | 24 | 15 | 38 | 53 |
| P-4 | 12 | 14 | 28 | 74 | 40 | 88 | 128 |
| P-3 | 19 | 11 | 84 | 115 | 103 | 126 | 229 |
| P-2 | 9 | 5 | 62 | 71 | 71 | 76 | 147 |
| P-1 | 1 | | 16 | 15 | 17 | 15 | 32 |
| UG | 6 | 1 | 18 | 16 | 24 | 17 | 41 |
| Short-term Officials | 7 | 4 | 43 | 47 | 50 | 51 | 101 |
| Associate Experts | 1 | 1 | 10 | 6 | 11 | 7 | 18 |
| National Officers | | | 150 | 177 | 150 | 177 | 327 |
| Total | 67 | 60 | 420 | 561 | 487 | 621 | 1 108 |

Excluding:

- Director General, Deputy Director General, interns, consultants and staff on special leave without pay.
- Seconded/loaned Officials.

Table 2: Distribution by category/grade and country of nationality of Officials employed as at 31 December 2009 (continued)

| Nationals of IOM Member States | Category/Grade | | | | | | | | | | | Total |
|--------------------------------|----------------|-----|-----|-----|-----|-----|-----|----|----------------------|-------------------|-------------------|-------|
| | D-2 | D-1 | P-5 | P-4 | P-3 | P-2 | P-1 | UG | Short-term Officials | Associate Experts | National Officers | |
| Finland | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| France | | 1 | 6 | 8 | 8 | 4 | 3 | 2 | 4 | 1 | | 37 |
| Gabon | | | | | | | | | | | | 0 |
| Gambia | | | | | | | | | | | | 0 |
| Georgia | | | | 1 | 1 | 1 | | | | | 3 | 6 |
| Germany | | 7 | 1 | 5 | 11 | 3 | | 2 | 3 | 3 | 2 | 37 |
| Ghana | | | 2 | 1 | | 2 | | | 2 | | 5 | 12 |
| Greece | | | | 1 | | 1 | | | | | 1 | 3 |
| Guatemala | | | | | | | | | | | 3 | 3 |
| Guinea | | | | | | | | | | | 1 | 1 |
| Guinea-Bissau | | | | | | | | | 1 | | | 1 |
| Haiti | | | | | 2 | | | | | | 4 | 6 |
| Honduras | | | | | | 1 | | | | | | 1 |
| Hungary | | 1 | | 1 | | | | | | | 3 | 5 |
| India | | 1 | 2 | 1 | 3 | 1 | | 1 | 1 | | | 10 |
| Iran (Islamic Republic of) | | | 1 | | 1 | | | | | | 2 | 4 |
| Ireland | | | | 1 | 1 | 2 | | | 1 | | 1 | 6 |
| Israel | | | | 1 | | | | | | | | 1 |
| Italy | | 4 | 1 | 14 | 14 | 11 | 1 | 2 | 7 | 2 | 3 | 59 |
| Jamaica | | | | | | | | | | | | 0 |
| Japan | | 1 | 1 | | 7 | 5 | 1 | | 3 | 2 | 1 | 21 |
| Jordan | | | | 2 | 3 | 2 | 4 | | 1 | | 10 | 22 |
| Kazakhstan | | | | 1 | | | | | | | 1 | 2 |
| Kenya | | | 2 | 2 | 9 | 7 | | | | | 12 | 32 |
| Kyrgyzstan | | | | | | | | | | | 2 | 2 |
| Latvia | | | | | 1 | | | | | | 1 | 2 |
| Liberia | | | | | 1 | 1 | | | | | | 2 |
| Libyan Arab Jamahiriya | | | | | | | | | | | 1 | 1 |
| Lithuania | | | | 1 | | | | | 1 | | 2 | 4 |
| Luxembourg | | | | | | | | | | | | 0 |
| Madagascar | | | | | | | | | | | | 0 |
| Mali | | | | | 1 | | | | | | 1 | 2 |
| Malta | | | | | | | | | | | | 0 |
| Mauritania | | | | | | | | | | | | 0 |
| Mauritius | | | | | 1 | | | | 1 | | | 2 |
| Mexico | | | | | | 1 | | | | | | 1 |
| Mongolia | | | | | | | | | | | | 0 |
| Montenegro | | | | | | | | | 1 | | | 1 |
| Morocco | | | | | | | | | 1 | | | 1 |
| Namibia | | | | | | | | | | | | 0 |
| Nepal | | | | | | | | | 1 | | 7 | 8 |
| Netherlands | | 2 | 1 | 1 | 4 | 1 | | 1 | | | | 10 |

Table 2: Distribution by category/grade and country of nationality of Officials employed as at 31 December 2009 (continued)

| Nationals of IOM Member States | Category/Grade | | | | | | | | | | | Total | |
|--------------------------------|----------------|-----|-----|-----|-----|-----|-----|----|----------------------|-------------------|-------------------|-------|----|
| | D-2 | D-1 | P-5 | P-4 | P-3 | P-2 | P-1 | UG | Short-term Officials | Associate Experts | National Officers | | |
| New Zealand | | | 2 | | 1 | | | | | | | | 3 |
| Nicaragua | | | | | 1 | | | | 1 | | | | 2 |
| Niger | | | | | 1 | | | | | | | | 1 |
| Nigeria | | | | | | | | | | | 3 | | 3 |
| Norway | | | 1 | 1 | 2 | | | | 2 | | | | 6 |
| Pakistan | | | | | 2 | | | 1 | 4 | | 8 | | 15 |
| Panama | | | 1 | | 1 | | | | | | 3 | | 5 |
| Paraguay | | | | | | | | | | | | | 0 |
| Peru | | | 1 | | 1 | | | | 2 | | 1 | | 5 |
| Philippines | | | 2 | 2 | 8 | 11 | 1 | 1 | 1 | | 21 | | 47 |
| Poland | | | | | | 1 | 1 | 1 | 2 | | 4 | | 9 |
| Portugal | | | 1 | 1 | 2 | 4 | | | 2 | | | | 10 |
| Republic of Korea | | | | 1 | | | | | 1 | | | | 2 |
| Republic of Moldova | | | | | | | 1 | | | | 5 | | 6 |
| Romania | | | 1 | 3 | 2 | 2 | | | | | 1 | | 9 |
| Rwanda | | | | | | | | | | | | | 0 |
| Senegal | | | | | 1 | 1 | | 1 | | | 2 | | 5 |
| Serbia | | | | 5 | 7 | 1 | 1 | | 1 | | 3 | | 18 |
| Sierra Leone | | | | 1 | | 1 | | | 1 | | 3 | | 6 |
| Slovakia | | | | | | 1 | | | 2 | | 1 | | 4 |
| Slovenia | | | | | | | | | | | | | 0 |
| Somalia | | | | | | | | | | | 1 | | 1 |
| South Africa | | | | | | | 4 | | | | 7 | | 11 |
| Spain | | 1 | | 1 | 3 | 2 | | | 2 | | 1 | | 10 |
| Sri Lanka | | | | 1 | 1 | | | 1 | 1 | | 4 | | 8 |
| Sudan | | 1 | | | 1 | | | 1 | | | 17 | | 20 |
| Sweden | | | | 1 | 6 | | | | | 4 | | | 11 |
| Switzerland | 2 | | 2 | 3 | 3 | 2 | | 1 | 2 | | | | 15 |
| Tajikistan | | | | | 2 | 1 | 1 | | | | | | 4 |
| Thailand | | | | | 4 | 1 | | 3 | | | 9 | | 17 |
| Togo | | | | 1 | | | | | | | | | 1 |
| Trinidad and Tobago | | | | | | | | | | | | | 0 |
| Tunisia | | | | | | | | | | | 2 | | 2 |
| Turkey | | | | | 1 | | | 1 | | | | | 2 |
| Uganda | | | | 1 | | | | 1 | | | 3 | | 5 |
| Ukraine | | | | | 2 | 1 | | | 1 | | 5 | | 9 |
| United Kingdom | | 1 | 2 | 11 | 12 | 3 | 2 | 2 | 4 | | 2 | | 39 |
| United Republic of Tanzania | | | | | | | | | | | 1 | | 1 |
| United States of America | | 3 | 7 | 19 | 26 | 16 | 4 | 2 | 15 | | | | 92 |

Table 2: Distribution by category/grade and country of nationality of Officials employed as at 31 December 2009 (continued)

| Nationals of IOM Member States | Category/Grade | | | | | | | | | | | Total |
|---|----------------|-----------|-----------|------------|------------|------------|-----------|-----------|----------------------|-------------------|-------------------|--------------|
| | D-2 | D-1 | P-5 | P-4 | P-3 | P-2 | P-1 | UG | Short-term Officials | Associate Experts | National Officers | |
| Uruguay | | 2 | 3 | | 1 | 1 | | 1 | | | | 8 |
| Venezuela (Bolivarian Republic of) | | 1 | | | | | | | | | 1 | 2 |
| Viet Nam | | | | | 1 | | | | | | 5 | 6 |
| Yemen | | | | | | | | | | | | 0 |
| Zambia | | | | | | | | | | | | 0 |
| Zimbabwe | | | | | 2 | | | | | 1 | 11 | 14 |
| Nationals of Observer and non-Member States | Category/Grade | | | | | | | | | | | Total |
| | D-2 | D-1 | P-5 | P-4 | P-3 | P-2 | P-1 | UG | Short-term Officials | Associate Experts | National Officers | |
| Bahrain | | | | | | | | | | | | 0 |
| Bhutan | | | | | | | | | | | | 0 |
| Chad | | | | | | 1 | | | | | | 1 |
| China | | | | 1 | | | | | | | 1 | 2 |
| Cuba | | | | | | | | | | | | 0 |
| Djibouti | | | | | | | | | | | 1 | 1 |
| Eritrea | | | | | 1 | 1 | | | | | | 2 |
| Ethiopia | | | | | 2 | 1 | | | 2 | | 7 | 12 |
| Guyana | | | | | | | | | | | 1 | 1 |
| Holy See | | | | | | | | | | | | 0 |
| Indonesia | | | | | 2 | 7 | | 1 | | | 7 | 17 |
| Iraq | | | | | 2 | | | | | | 11 | 13 |
| Lebanon | | | | 1 | | | 1 | | | | | 2 |
| Malaysia | | | | | 1 | 1 | | | | | | 2 |
| Mozambique | | 1 | | | 3 | | | | | | 1 | 5 |
| Myanmar | | | | | | | | 3 | 1 | | 4 | 8 |
| Papua New Guinea | | | | | | | | | | | 1 | 1 |
| Qatar | | | | | | | | | | | | 0 |
| Russian Federation | | | | 2 | 4 | 6 | | | | | 2 | 14 |
| San Marino | | | | | | | | | | | | 0 |
| Sao Tome and Principe | | | | | | | | | | | | 0 |
| Saudi Arabia | | | | | | | | | | | | 0 |
| Syrian Arab Republic | | | | | | | | | | | 5 | 5 |
| The former Yugoslav Republic of Macedonia | | | | 1 | 5 | 2 | | | | | | 8 |
| Turkmenistan | | | | | 2 | | | | | | | 2 |
| TOTAL | 2 | 30 | 53 | 128 | 229 | 147 | 32 | 41 | 101 | 18 | 327 | 1 108 |

**Table 3: Breakdown of Headquarters and Field Employees
by nationality and gender as at 31 December 2009**

| Country of nationality | Headquarters | | Field | | Total |
|--|--------------|---|-------|-----|------------|
| | F | M | F | M | |
| Afghanistan | | | 17 | 183 | 200 |
| Albania | | 1 | 11 | 5 | 17 |
| Angola | | | 7 | 15 | 22 |
| Argentina | 2 | | 19 | 9 | 30 |
| Armenia | | | 3 | 6 | 9 |
| Australia | | | 15 | 2 | 17 |
| Austria | | | 12 | 6 | 18 |
| Azerbaijan | | | 18 | 13 | 31 |
| Bahamas | | | 2 | | 2 |
| Bahrain | | | 1 | | 1 |
| Bangladesh | | | 27 | 43 | 70 |
| Barbados | | 1 | | | 1 |
| Belarus | | | 12 | 6 | 18 |
| Belgium | | | 18 | 12 | 30 |
| Benin | | | | 1 | 1 |
| Bolivia (Plurinational State of) | | | 9 | 11 | 20 |
| Bosnia and Herzegovina | 1 | | 16 | 16 | 33 |
| Botswana | | | 1 | | 1 |
| Brazil | | | 6 | | 6 |
| Bulgaria | 1 | | 3 | 2 | 6 |
| Burundi | | | 1 | 2 | 3 |
| Cambodia | | | 15 | 21 | 36 |
| Cameroon | | | 3 | 4 | 7 |
| Canada | 1 | | 5 | 5 | 11 |
| Chad | | | | 1 | 1 |
| Chile | | | 5 | 4 | 9 |
| China | | | 4 | 2 | 6 |
| Hong Kong (Special Administrative Region) | | | 3 | | 3 |
| Colombia | 1 | | 118 | 81 | 200 |
| Costa Rica | | | 25 | 15 | 40 |
| Côte d'Ivoire | | | 5 | 17 | 22 |
| Croatia | | | 4 | 1 | 5 |
| Cuba | | | 2 | | 2 |
| Czech Republic | | | 6 | 6 | 12 |
| Democratic Republic of the Congo | 1 | 1 | 20 | 68 | 90 |
| Denmark | | | | 2 | 2 |
| Djibouti | | | 1 | 1 | 2 |
| Dominican Republic | | | 5 | 2 | 7 |
| Ecuador | | | 46 | 48 | 94 |
| Egypt | | | 25 | 25 | 50 |
| El Salvador | | | 10 | 2 | 12 |
| Eritrea | | | 2 | 1 | 3 |

**Table 3: Breakdown of Headquarters and Field Employees
by nationality and gender as at 31 December 2009 (continued)**

| Country of nationality | Headquarters | | Field | | Total |
|-------------------------------------|--------------|---|-------|-----|-------|
| | F | M | F | M | |
| Estonia | 1 | | 2 | | 3 |
| Ethiopia | | | 24 | 38 | 62 |
| Finland | | | 7 | 2 | 9 |
| France | 16 | 7 | 17 | 6 | 46 |
| Gambia | | | 1 | | 1 |
| Georgia | | | 12 | 11 | 23 |
| Germany | 2 | 1 | 22 | 12 | 37 |
| Ghana | 1 | | 23 | 26 | 50 |
| Greece | | | 8 | 6 | 14 |
| Guatemala | | | 15 | 22 | 37 |
| Guinea | | | 8 | 14 | 22 |
| Guyana | | | 1 | 3 | 4 |
| Haiti | | | 20 | 46 | 66 |
| Honduras | | | 12 | 5 | 17 |
| Hungary | | | 4 | 7 | 11 |
| India | | | 5 | 8 | 13 |
| Indonesia | 1 | | 160 | 330 | 491 |
| Iran (Islamic Republic of) | | | 7 | 8 | 15 |
| Iraq | | | 19 | 85 | 104 |
| Ireland | | | 3 | | 3 |
| Italy | 4 | 1 | 37 | 13 | 55 |
| Jamaica | | | 2 | 1 | 3 |
| Japan | | | 10 | 1 | 11 |
| Jordan | | | 126 | 114 | 240 |
| Kazakhstan | | | 9 | 9 | 18 |
| Kenya | | | 105 | 123 | 228 |
| Kyrgyzstan | | | 6 | 8 | 14 |
| Lao People's Democratic Republic | | | 5 | 3 | 8 |
| Latvia | | | 2 | | 2 |
| Lebanon | | | 9 | 5 | 14 |
| Liberia | | | 4 | 12 | 16 |
| Libyan Arab Jamahiriya | | | 8 | 10 | 18 |
| Lithuania | | | 5 | 1 | 6 |
| Mali | | | | 4 | 4 |
| Malta | | | 2 | | 2 |
| Mauritania | | | | 3 | 3 |
| Mauritius | | | 2 | | 2 |
| Mexico | | | 7 | 8 | 15 |
| Mongolia | | | 1 | | 1 |
| Montenegro | | | 5 | 2 | 7 |
| Morocco | | | 12 | 11 | 23 |
| Mozambique | | | | 5 | 5 |
| Myanmar | | | 83 | 116 | 199 |

**Table 3: Breakdown of Headquarters and Field Employees
by nationality and gender as at 31 December 2009 (continued)**

| Country of nationality | Headquarters | | Field | | Total |
|---|--------------|---|-------|-----|------------|
| | F | M | F | M | |
| Nepal | | | 138 | 210 | 348 |
| Netherlands | 1 | | 36 | 30 | 67 |
| New Zealand | | | 1 | | 1 |
| Nicaragua | | | 6 | 1 | 7 |
| Niger | | | 2 | 4 | 6 |
| Nigeria | | | 6 | 9 | 15 |
| Norway | | | 6 | 5 | 11 |
| Pakistan | | | 36 | 73 | 109 |
| Panama | | | 12 | 7 | 19 |
| Papua New Guinea | | | 2 | 1 | 3 |
| Paraguay | | | 3 | 2 | 5 |
| Peru | | | 11 | 23 | 34 |
| Philippines | | | 139 | 94 | 233 |
| Poland | | | 25 | 3 | 28 |
| Portugal | | | 4 | 3 | 7 |
| Republic of Korea | | | 4 | 1 | 5 |
| Republic of Moldova | | | 27 | 16 | 43 |
| Romania | | 1 | 8 | 6 | 15 |
| Russian Federation | | | 80 | 31 | 111 |
| Rwanda | | | 1 | 1 | 2 |
| Senegal | | | 10 | 16 | 26 |
| Serbia | | | 26 | 30 | 56 |
| Sierra Leone | | | 6 | 17 | 23 |
| Slovakia | | | 18 | 8 | 26 |
| Slovenia | | | | 1 | 1 |
| Somalia | | | 4 | 23 | 27 |
| South Africa | | | 19 | 11 | 30 |
| Spain | 1 | 1 | 10 | 6 | 18 |
| Sri Lanka | | 2 | 42 | 208 | 252 |
| Sudan | | | 71 | 344 | 415 |
| Sweden | | | 4 | | 4 |
| Switzerland | 11 | 4 | 8 | 2 | 25 |
| Syrian Arab Republic | | | 67 | 81 | 148 |
| Tajikistan | | | 11 | 16 | 27 |
| Thailand | | | 148 | 97 | 245 |
| The former Yugoslav Republic of Macedonia | 1 | 2 | 9 | 3 | 15 |
| Timor-Leste | | | 24 | 82 | 106 |
| Togo | | | 1 | 1 | 2 |
| Trinidad and Tobago | | | 1 | 1 | 2 |
| Tunisia | | | 2 | 1 | 3 |
| Turkey | | | 13 | 11 | 24 |
| Turkmenistan | | | 1 | 3 | 4 |

**Table 3: Breakdown of Headquarters and Field Employees
by nationality and gender as at 31 December 2009 (continued)**

| Country of nationality | Headquarters | | Field | | Total |
|------------------------------------|--------------|-----------|--------------|--------------|--------------|
| | F | M | F | M | |
| Uganda | | | 19 | 24 | 43 |
| Ukraine | | | 41 | 17 | 58 |
| United Kingdom | 6 | 1 | 31 | 29 | 67 |
| United Republic of Tanzania | 2 | | 11 | 20 | 33 |
| United States of America | | | 26 | 18 | 44 |
| Uruguay | 2 | | 4 | 1 | 7 |
| Uzbekistan | | | 2 | 2 | 4 |
| Venezuela (Bolivarian Republic of) | | | 2 | 2 | 4 |
| Viet Nam | | | 59 | 19 | 78 |
| Yemen | | | 3 | 8 | 11 |
| Zambia | | | 10 | 19 | 29 |
| Zimbabwe | | | 65 | 87 | 152 |
| Total | 56 | 23 | 2 627 | 3 444 | 6 150 |

X. ADMINISTRATIVE CENTRES

A. Manila Administrative Centre

Project Information Unit

288. The Project Information Unit (PIU) is responsible for following the development of all IOM projects worldwide and is viewed as the institutional source for current and past project information.

289. During 2009, the PIU assisted IOM project developers, project managers and other units by carrying out the following:

- Maintaining electronic and paper records of old and current project documentation for reference purposes. The PIU regularly updates the project folders in FileNet and the project card database upon receipt of relevant project documents and project updates from IOM Missions and pertinent units.
- Undertaking file research on IOM past experience in delivering particular project activities for use in project development, liaison and other IOM official duties.
- Providing the relevant assistance for project activation request procedures by collating, requesting or following up on all required documentation for project code issuance, and uploading the complete package in FileNet for review before the project code is released.
- Sending reporting (narrative and financial) reminders to project managers before the submission dates as stipulated in the contract between IOM and the donor/s.

PIU statistics for 2009

| | |
|--|--------|
| New projects registered | 927 |
| Project code requests attended | 667 |
| Reporting reminders sent | 945 |
| Project documents uploaded in FileNet | 12 627 |
| Reports/queries generated from the database | 482 |
| Total projects recorded in the PIU database as of 31 December 2009 ²² | 6 467 |

B. Panama Administrative Centre

290. IOM has continued to consolidate and expand the services provided by the Panama Administrative Centre. By the end of 2009, the Panama Administrative Centre had 24 staff members, including staff in two new positions in the Panama Accounting Services Unit and the head of the newly established Emergency and Post-crisis Division (EPC-PAC).

291. The EPC-PAC provides technical guidance to Missions in the region in order to enhance IOM's capacity and preparedness to respond to natural disasters. EPC-PAC participates in REDLAC, a regional network for exchanging information and coordinating efforts for disaster risk reduction in Latin America and the Caribbean.

292. During 2009, HRM Panama conducted onsite reviews in Guatemala, Nepal and Sri Lanka, including in-depth analysis and evaluation of local human resources administrations. HRM Panama reviewed in particular the Missions' compliance with the IOM Staff Regulations and Rules, staff contracts and entitlements administration, and provided support and advice to local staff on human resources policies and procedures.

293. The Field Personnel Support Unit continued to support IOM Missions worldwide in the management of their local staff. The Unit also undertook travel to Field Missions in order to assess local working conditions and provide specific support as required. At the end of 2009, approximately 7,000 staff were locally recruited by IOM worldwide.

294. The Health and Insurance Medical Unit at the Panama Administrative Centre continued to provide occupational health advice and services to Missions in the Americas and Africa. The Health Claims Processing Unit processes medical insurance claims for IOM staff in the Americas and Africa.

295. During 2009, the Panama Administrative Centre provided accounting support and financial control services to IOM Missions in the western hemisphere.

296. IT support services provided real-time IT helpdesk support to Missions in the region. The Panama Administrative Centre has been instrumental in providing Missions in the Americas with general training and support for the implementation of PRISM.

²² Including currently active, closed, under-developed, cancelled and unfunded projects.

297. The future transfer of functions to the Panama Administrative Centre is being explored, including the deployment of additional IT and communications assets, and the establishment of a Regional Security Officer who will set up a Staff Security Unit to service the region.

298. The Panama Administrative Centre offers quality services at a reduced cost, which is particularly convenient for IOM Missions in the western hemisphere. The Administration has ensured a division of labour between Headquarters, the Manila Administrative Centre and the Panama Administrative Centre which eliminates duplication and overlap, and ensures full complementarity and efficiency.

XI. SUPPORT FOR DEVELOPING MEMBER STATES AND MEMBER STATES WITH ECONOMY IN TRANSITION – 1035 FACILITY

299. In 2009, a total of USD 6,452,556 was allocated to 50 different initiatives in 62 IOM Member States. As in previous years, the distribution of allocations to each region closely aligned with the representation of eligible Member States in those regions. In Africa, the Facility supported 16 initiatives with over USD 2,246,360, benefiting 25 eligible Member States. In Latin America and the Caribbean region, an amount of over USD 1,637,694 was allocated to 13 initiatives, benefiting 15 eligible Member States. In Asia, ten initiatives, benefiting 11 Member States, were funded for a total of over USD 1,307,203. In Europe, over USD 1,011,299 were allocated to ten projects, benefiting 11 Member States. In the Middle East, the Facility supported one initiative with over USD 150,000, benefiting one eligible Member State.

300. The total of USD 6,452,556 allocated in 2009 included the following:

- USD 1,400,000²³ and USD 3,987 in recovered funds from completed projects for Line 1;
- USD 4,561,104²⁴ and contributions of EUR 50,000 and EUR 300,000 from the Governments of Italy and Spain, respectively, for Line 2.

301. In late 2009, the Governments of Austria and Italy made further contributions of USD 124,000 and EUR 50,000, respectively, which were carried forward to be allocated to projects in 2010.

302. In 2009, the Facility funded a wide range of initiatives across various thematic areas, including counter-trafficking, labour migration, migration and development, migration and health, migration management systems, and research and training. The Facility found that in 2009 there was a particular interest in counter-trafficking and labour migration projects, with

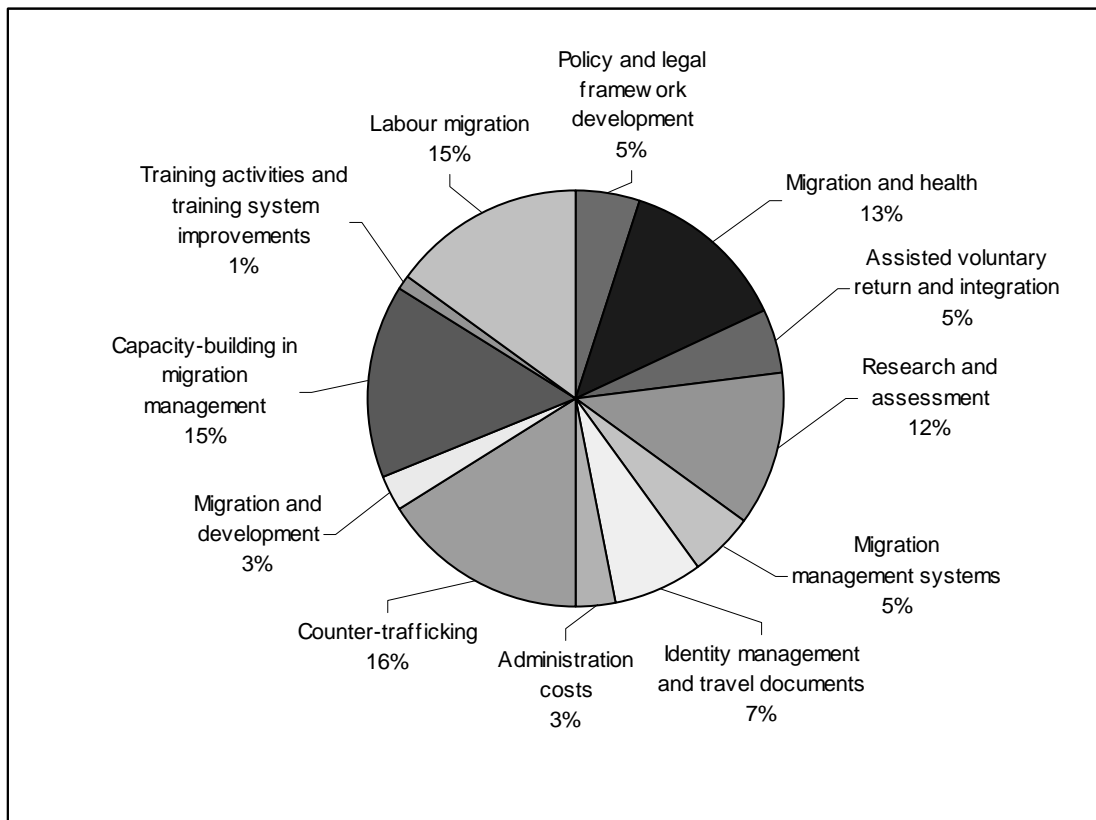
²³ The Government of Belgium provides an unearmarked contribution which is part of the Discretionary Income that funds the 1035 Facility.

²⁴ This includes USD 850,000 from the unearmarked contribution from the Government of the United States.

over 30 per cent of available funding allocated to programme areas including capacity-building to prevent trafficking, training and assistance for victims of trafficking, and information and awareness-raising for migrants. Other programme areas receiving assistance included remittances, regional cooperation and inter-State dialogue.

(Links to the IOM Strategy: activities 1, 2, 3, 4, 5, 6, 7, 8, 11 and 12)

Percentage distribution of 1035 Facility allocations per project category in 2009



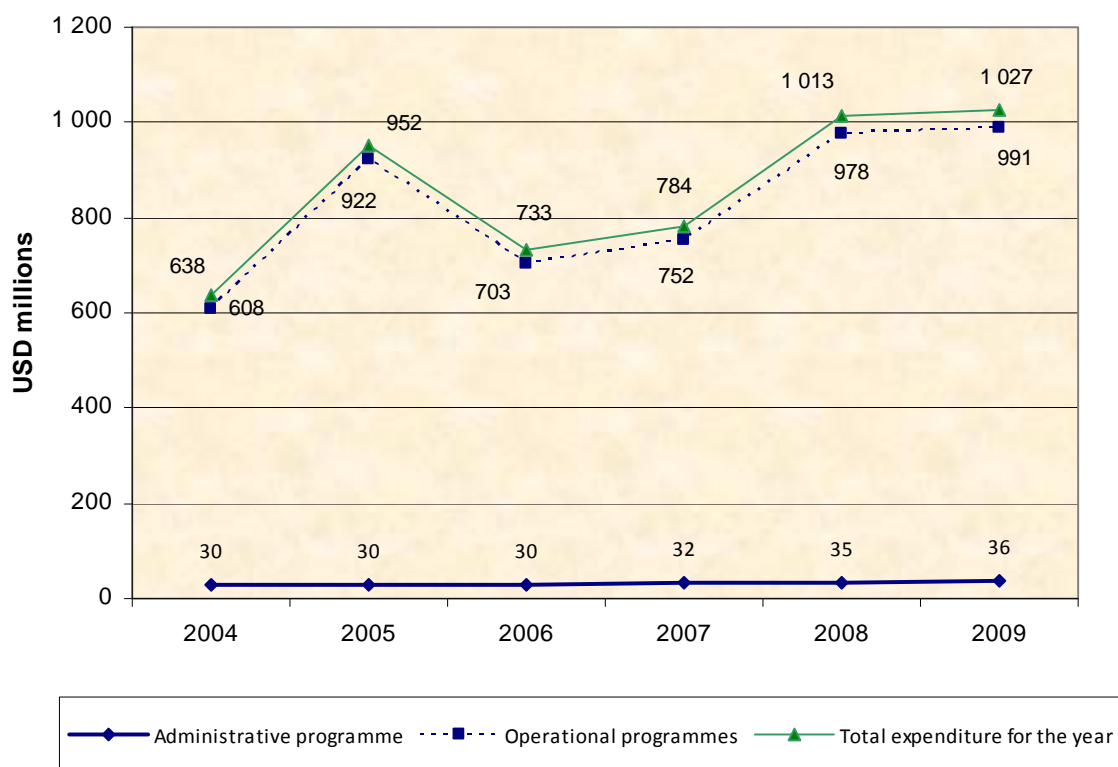
Annex I

STATISTICS ON IOM ACTIVITIES FOR THE YEAR 2009

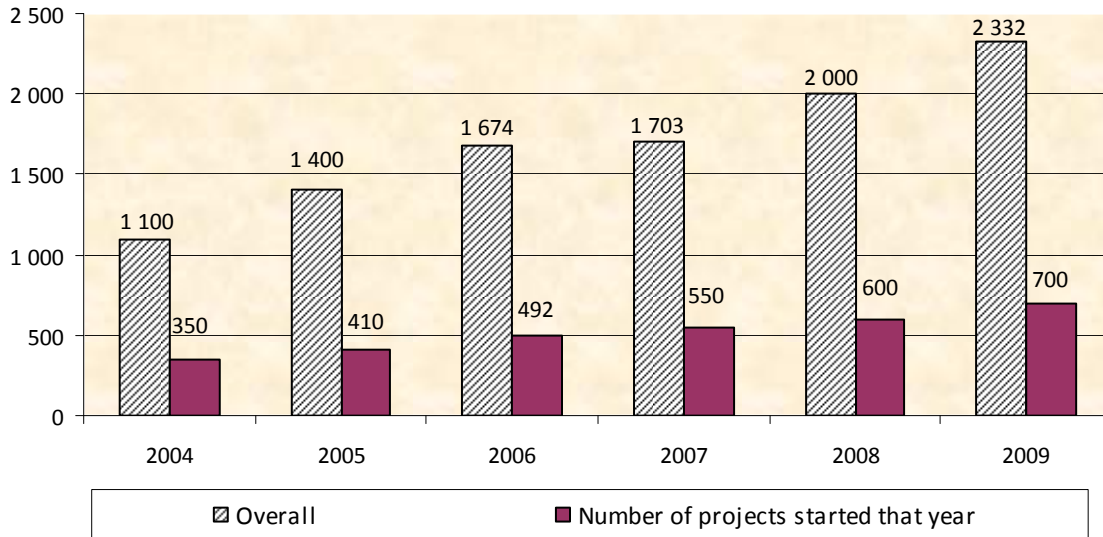
1. IOM total expenditures, 2004–2009 (USD millions)

| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 |
|--------------------------------|------|------|------|------|-------|-------|
| Administrative programme | 30 | 30 | 30 | 32 | 35 | 36 |
| Operational programmes | 608 | 922 | 703 | 752 | 978 | 991 |
| Total expenditure for the year | 638 | 952 | 733 | 784 | 1 013 | 1 027 |

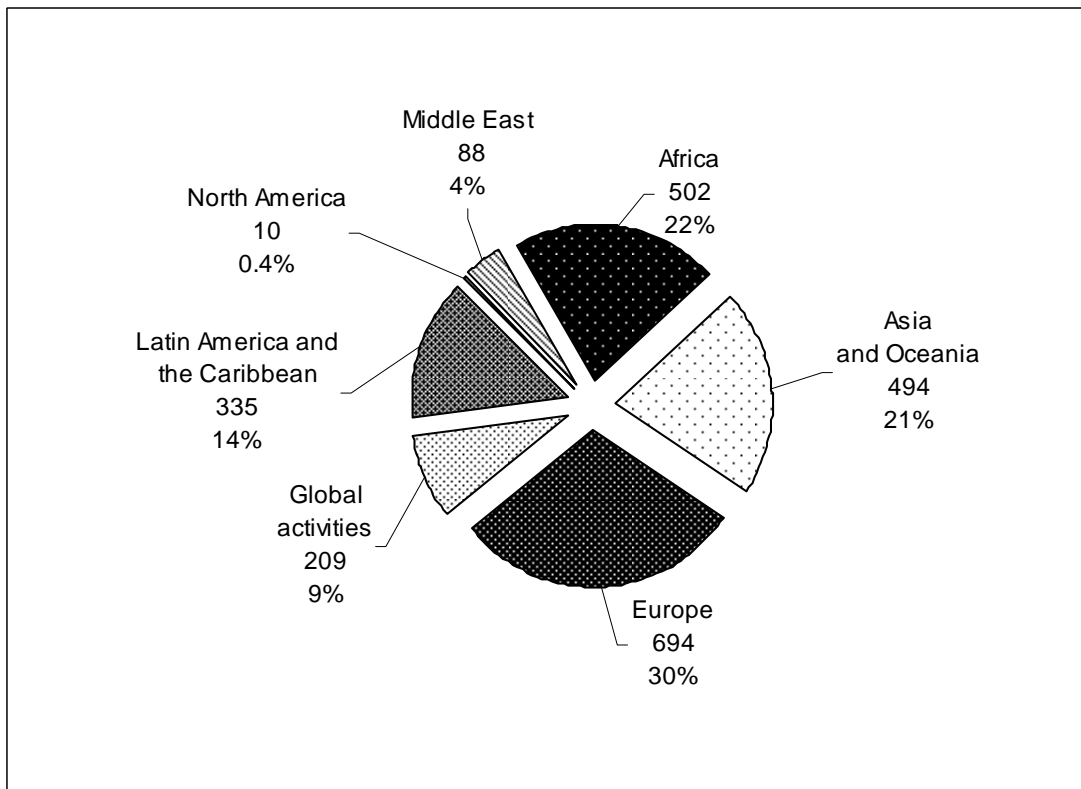
Source: Financial Reports.



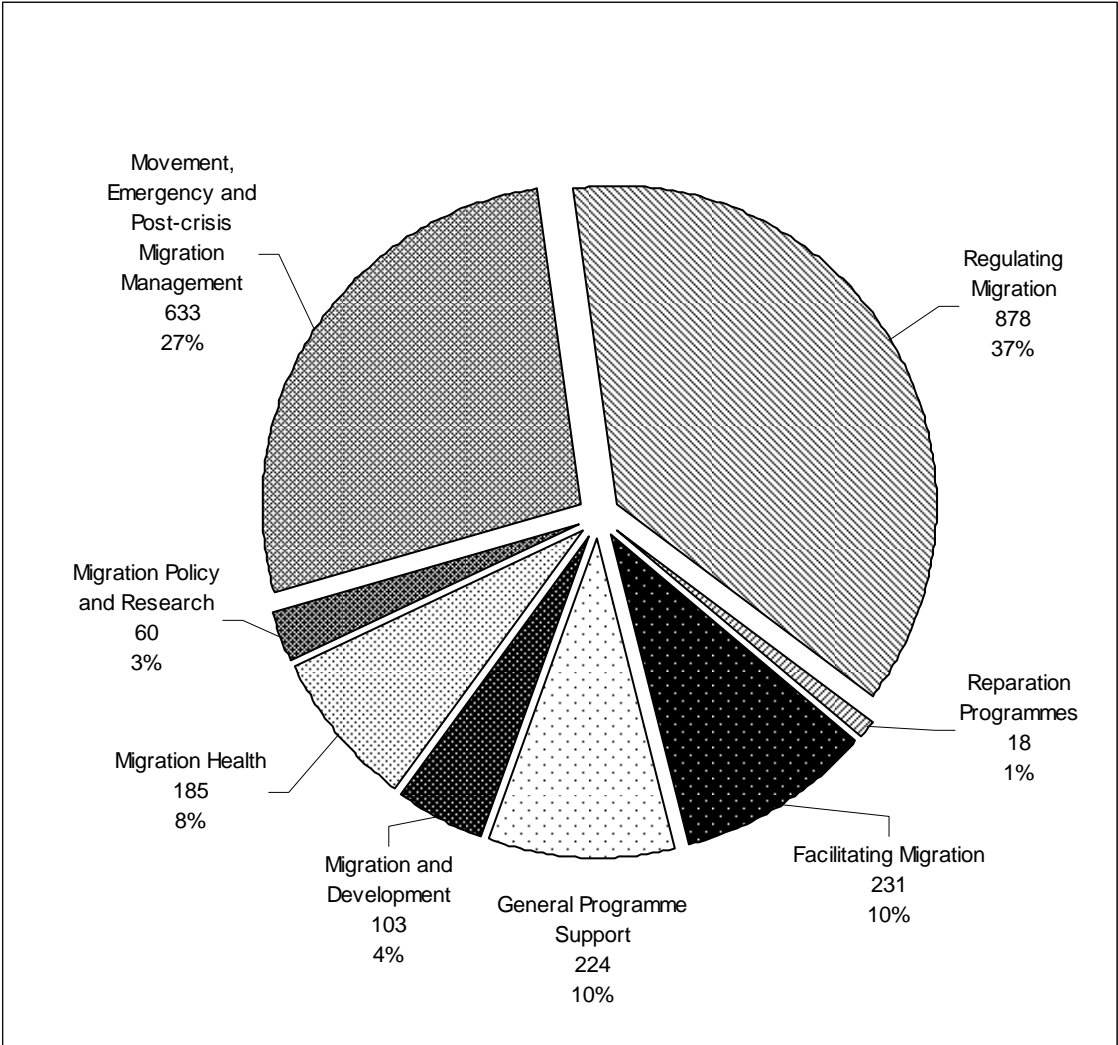
2. Active projects, 2004–2009



3. Breakdown of operational projects by continent/region, 2009



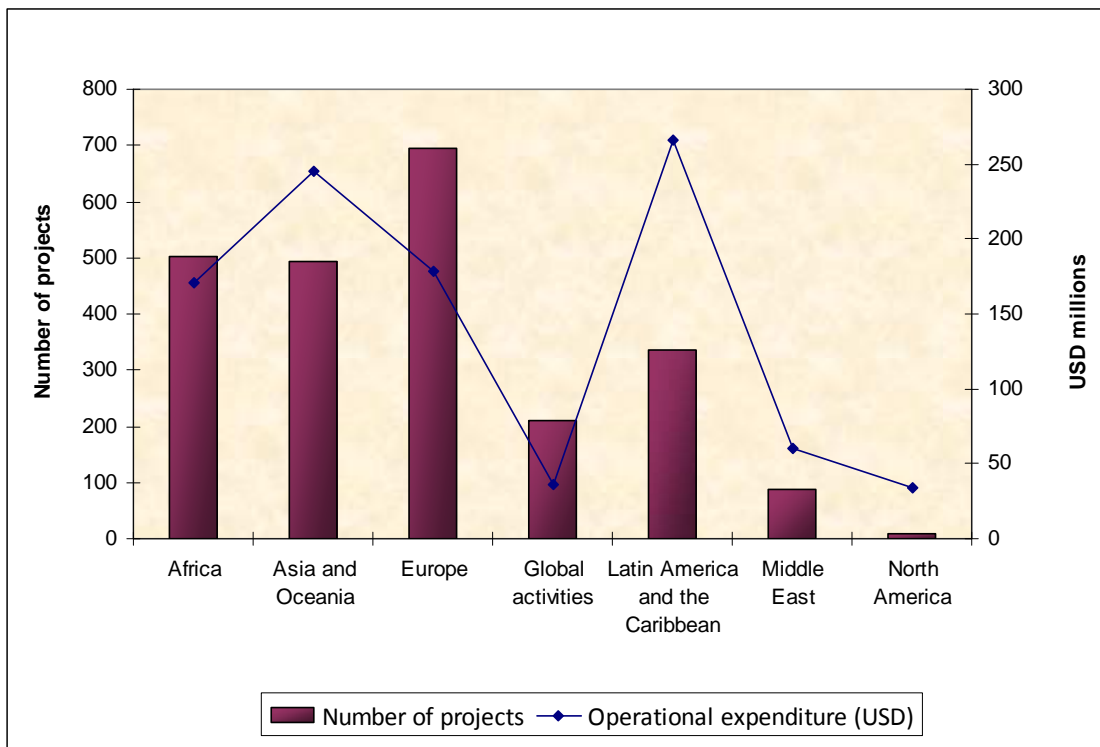
4. Breakdown of operational projects by category, 2009



5. Breakdown of projects by continent/region and operational expenditure, 2009

| | Number of projects | Operational expenditure (USD)* |
|---------------------------------|---------------------------|---------------------------------------|
| Africa | 502 | 170 954 640 |
| Asia and Oceania | 494 | 245 357 439 |
| Europe | 694 | 178 803 059 |
| Global activities | 209 | 35 593 984 |
| Latin America and the Caribbean | 335 | 266 015 933 |
| Middle East | 88 | 60 525 697 |
| North America | 10 | 34 042 243 |
| Total | 2 332 | 991 292 995 |

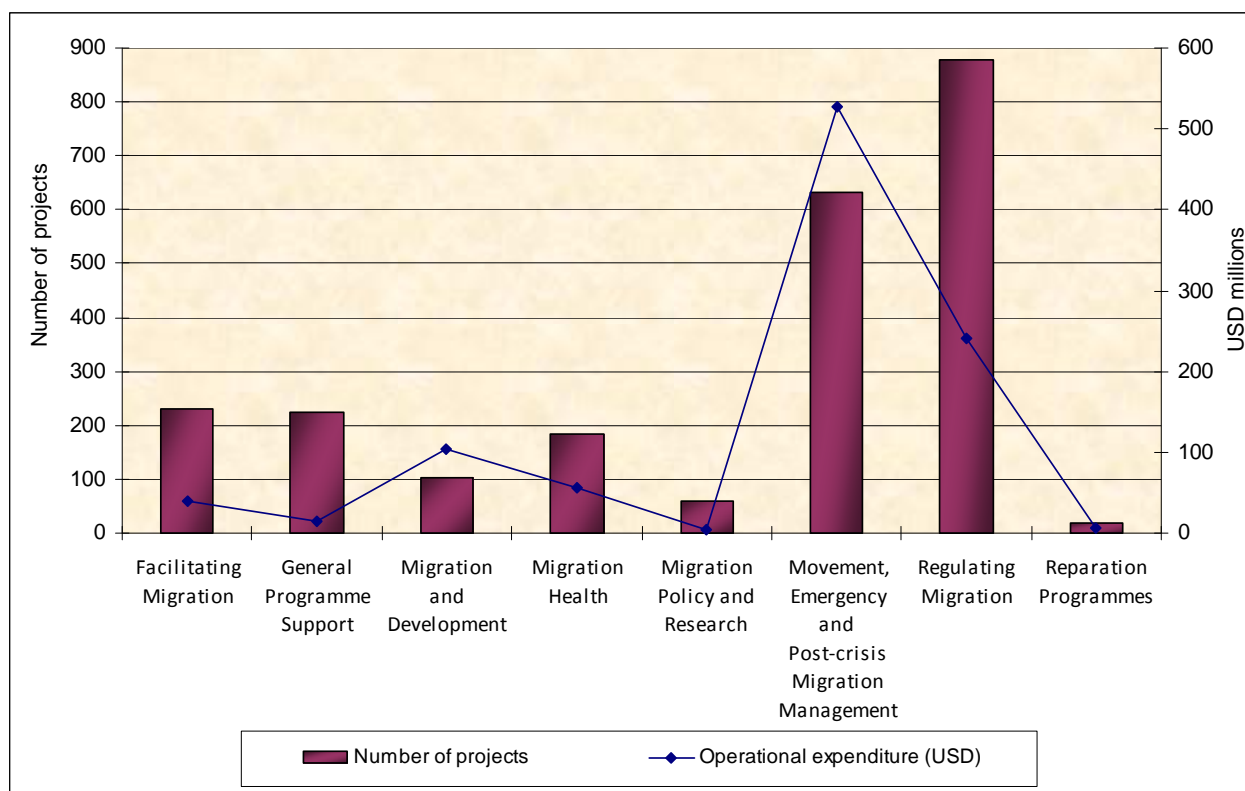
* Source: 2009 Financial Report: Appendix 3 – Statement of financial performance by service and region.



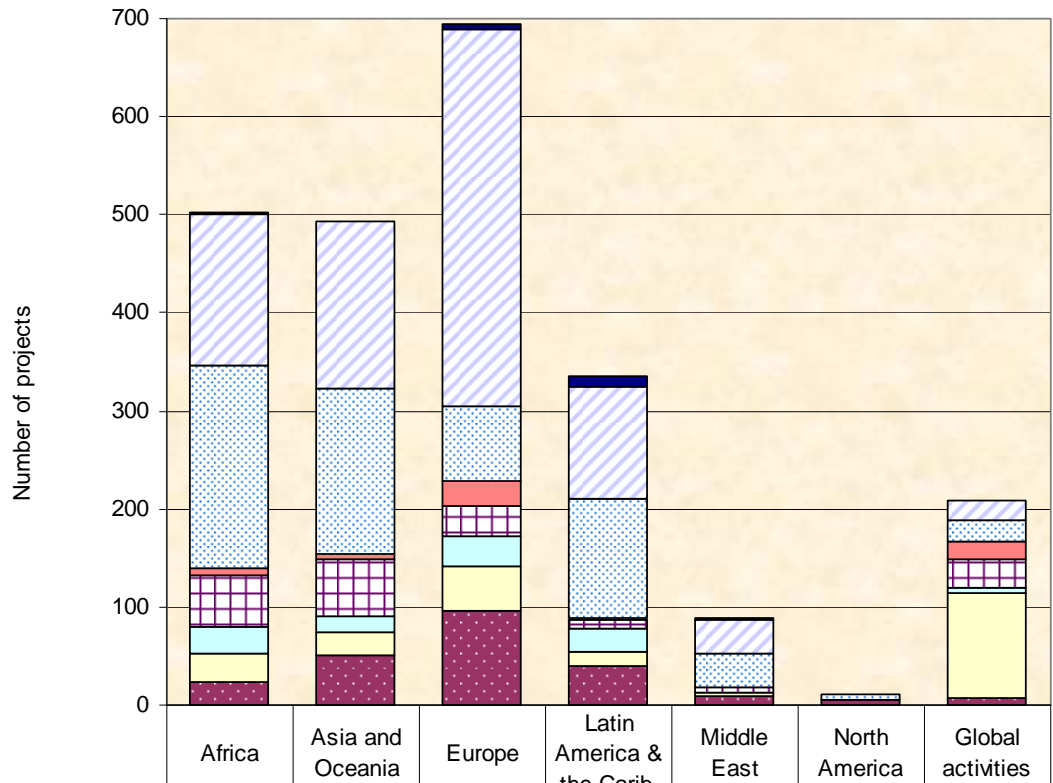
6. Breakdown of projects by category and operational expenditure, 2009

| | Number of projects | Operational expenditure (USD)* |
|--|--------------------|--------------------------------|
| Facilitating Migration | 231 | 40 231 375 |
| General Programme Support | 224 | 15 172 593 |
| Migration and Development | 103 | 102 975 404 |
| Migration Health | 185 | 56 078 970 |
| Migration Policy and Research | 60 | 3 595 971 |
| Movement, Emergency and Post-crisis Migration Management | 633 | 527 812 641 |
| Regulating Migration | 878 | 239 817 498 |
| Reparation Programmes | 18 | 5 608 544 |
| Total | 2 332 | 991 292 996 |

* Source: 2009 Financial Report: Appendix 3 – Statement of financial performance by service and region.

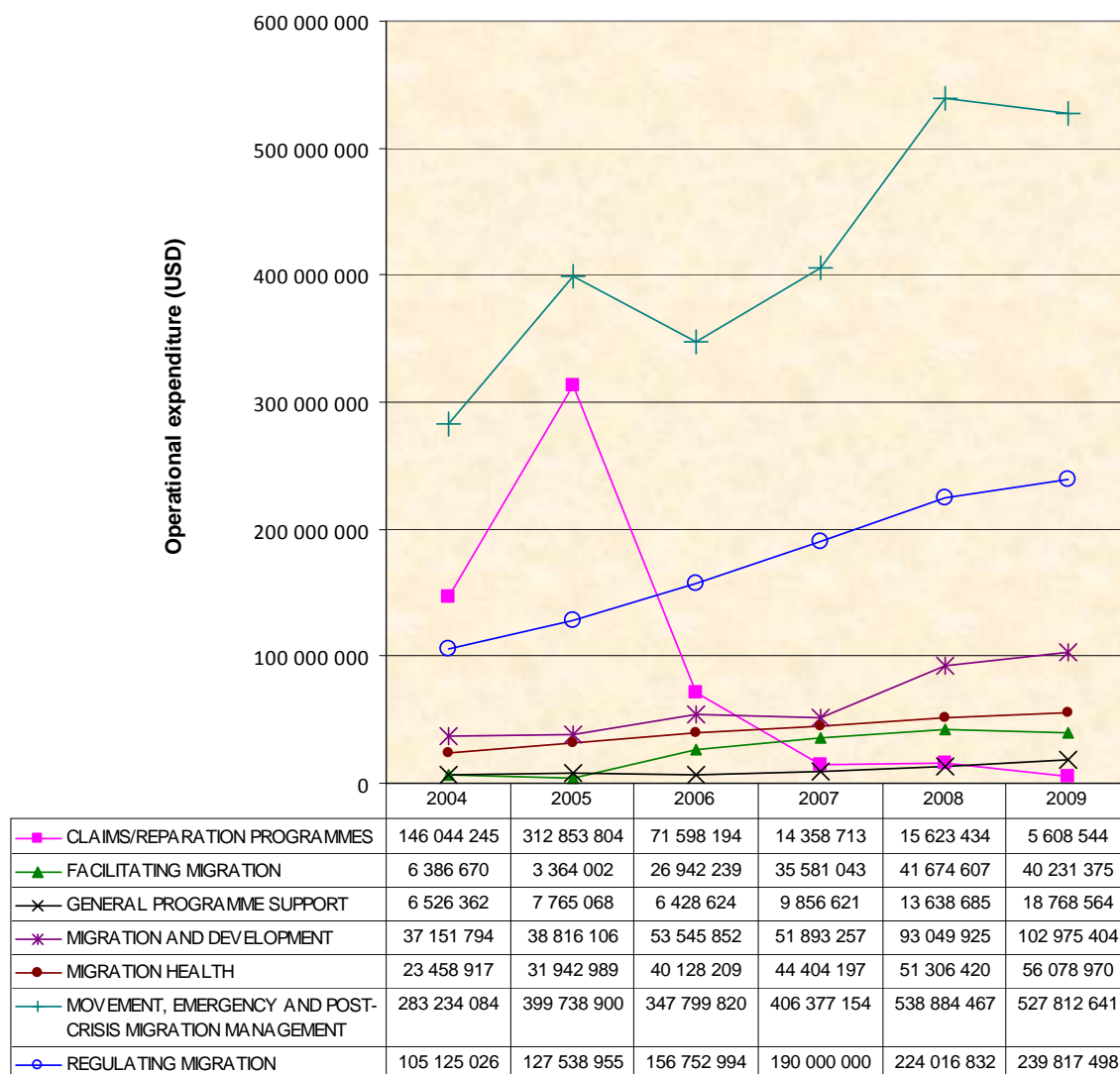


7. Number of operational projects by category and region, 2009



| | Africa | Asia and Oceania | Europe | Latin America & the Carib. | Middle East | North America | Global activities |
|--|--------|------------------|--------|----------------------------|-------------|---------------|-------------------|
| Reparation Programmes | 2 | | 5 | 10 | 1 | | |
| Regulating Migration | 153 | 171 | 384 | 115 | 35 | | 20 |
| Movement, Emergency and Post-crisis Migration Management | 207 | 168 | 76 | 122 | 33 | 4 | 23 |
| Migration Policy and Research | 7 | 7 | 26 | 1 | 1 | | 18 |
| Migration Health | 54 | 58 | 30 | 9 | 5 | | 29 |
| Migration and Development | 27 | 15 | 32 | 23 | 1 | | 5 |
| General Programme Support | 29 | 25 | 45 | 15 | 3 | 1 | 106 |
| Facilitating Migration | 23 | 50 | 96 | 40 | 9 | 5 | 8 |

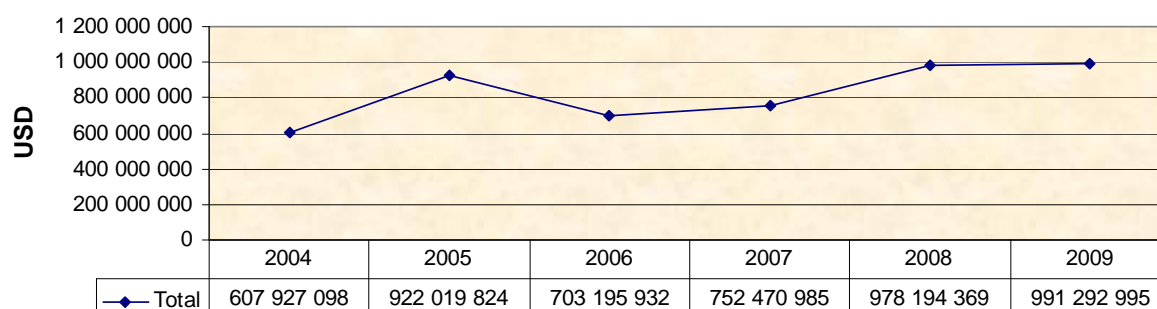
8. Operational expenditure (USD) by project category (2004–2009) adjusted to 2006 project classification



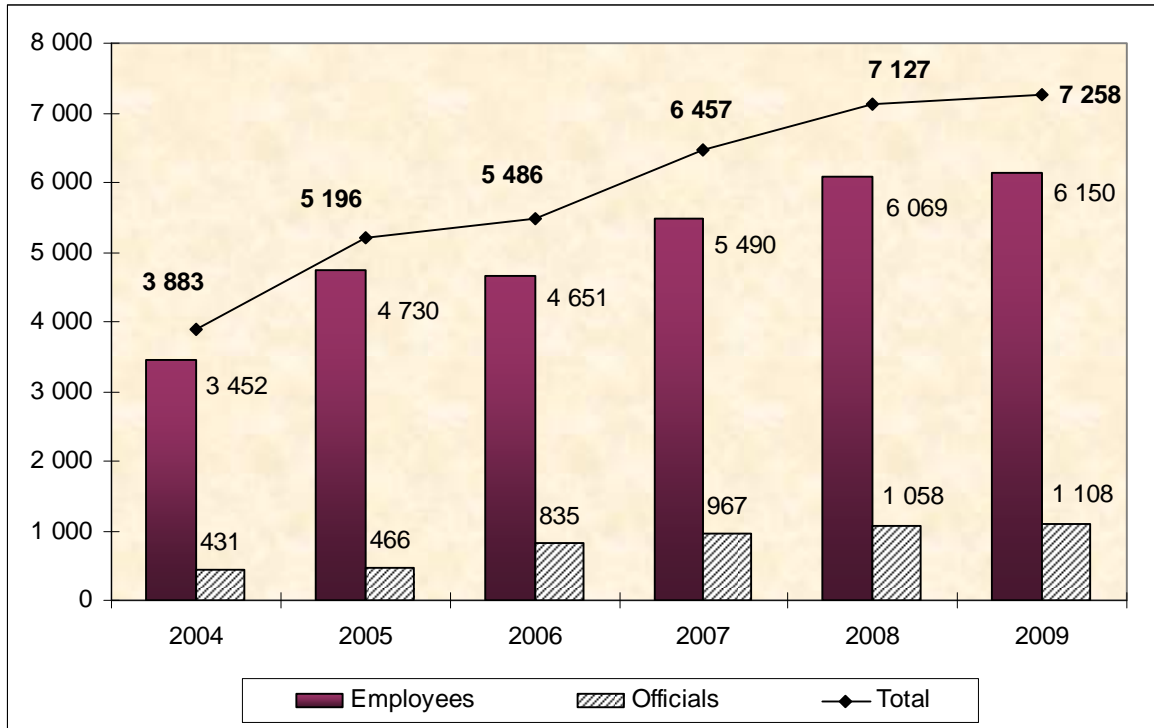
Source (for actual expenditure): Appendix 3 of the 2004–2009 Financial Reports. Does not include the Administrative Part of the Budget.

Note: General Programme Support includes projects relating to Migration Policy and Research.

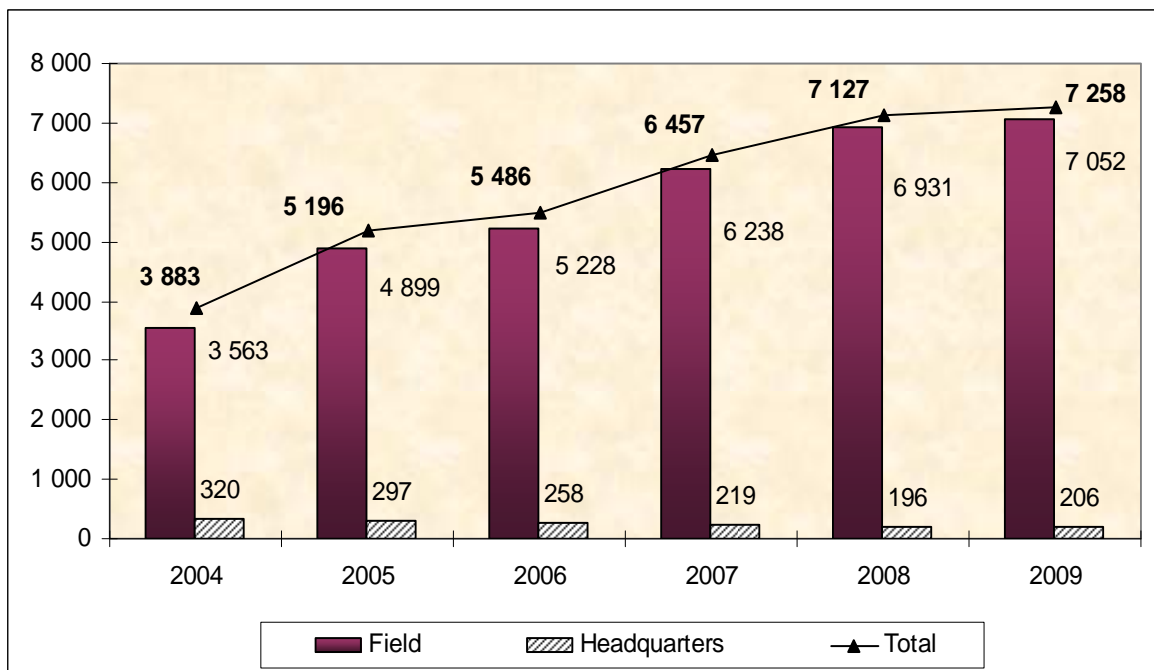
Total expenditures, 2004–2009



9. IOM staff worldwide (breakdown by category), 2004–2009

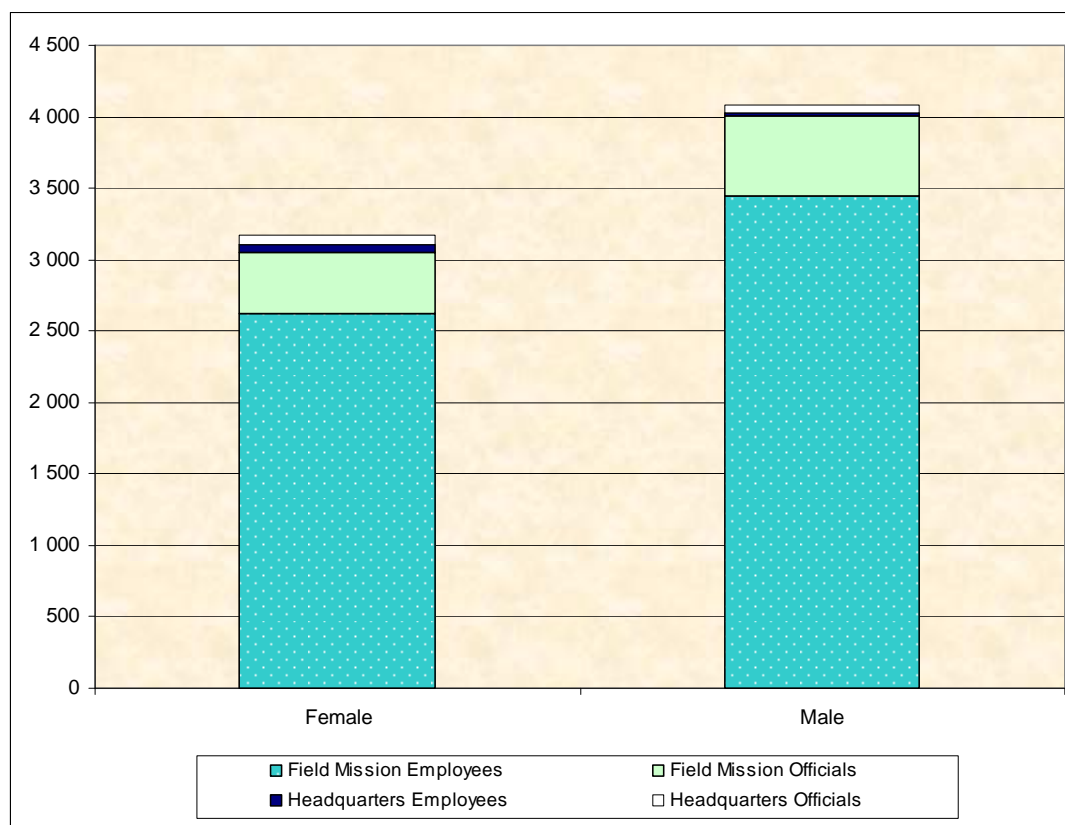


10. IOM staff worldwide (breakdown by location), 2004–2009



11. IOM staff worldwide (breakdown by location and gender), 2009

| Gender | Field Missions | | Headquarters | | Total |
|--------------|----------------|------------|--------------|------------|--------------|
| | Employees | Officials | Employees | Officials | |
| Female | 2 627 | 420 | 56 | 67 | 3 170 |
| Male | 3 444 | 561 | 23 | 60 | 4 088 |
| Total | 6 071 | 981 | 79 | 127 | 7 258 |



Note: More statistics on IOM staff members are available in the yearly Human Resources Management reports.

Annex II

IOM STRATEGY ACTIVITIES

The following 12 activities were outlined in the IOM Strategy, as approved through Council Resolution No. 1150 (7 June 2007), to assist the Organization in achieving its primary goal of facilitating the orderly and humane management of international migration.

1. To provide secure, reliable, flexible and cost-effective services for persons who require international migration assistance.
2. To enhance the humane and orderly management of migration and the effective respect for the human rights of migrants in accordance with international law.
3. To offer expert advice, research, technical cooperation and operational assistance to States, intergovernmental and non-governmental organizations and other stakeholders, in order to build national capacities and facilitate international, regional and bilateral cooperation on migration matters.
4. To contribute to the economic and social development of States through research, dialogue, design and implementation of migration-related programmes aimed at maximizing migration's benefits.
5. To support States, migrants and communities in addressing the challenges of irregular migration, including through research and analysis into root causes, sharing information and spreading best practices, as well as facilitating development-focused solutions.
6. To be a primary reference point for migration information, research, best practices, data collection, compatibility and sharing.
7. To promote, facilitate and support regional and global debate and dialogue on migration, including through the International Dialogue on Migration, so as to advance understanding of the opportunities and challenges it presents, the identification and development of effective policies for addressing those challenges and to identify comprehensive approaches and measures for advancing international cooperation.
8. To assist States to facilitate the integration of migrants in their new environment and to engage diasporas, including as development partners.
9. To participate in coordinated humanitarian responses in the context of inter-agency arrangements in this field and to provide migration services in other emergency or post-crisis situations as appropriate and as relates to the needs of individuals, thereby contributing to their protection.¹

¹ Although IOM has no legal protection mandate, the fact remains that its activities contribute to protecting human rights, having the effect, or consequence, of protecting persons involved in migration.

10. To undertake programmes which facilitate the voluntary return and reintegration of refugees, displaced persons, migrants and other individuals in need of international migration services, in cooperation with other relevant international organizations as appropriate, and taking into account the needs and concerns of local communities.
11. To assist States in the development and delivery of programmes, studies and technical expertise on combating migrant smuggling and trafficking in persons, in particular women and children, in a manner consistent with international law.
12. To support the efforts of States in the area of labour migration, in particular short-term movements, and other types of circular migration.